MICRO FOCUS

GroupWise 18

WebAccess User Guide

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About This Guide

This *GroupWise 18 WebAccess User Guide* explains how to use GroupWise WebAccess. It is divided into the following sections:

Audience

This guide is intended for GroupWise WebAccess users.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation, or go to Novell Documentation Feedback (http://www.novell.com/documentation/feedback.html) and enter your comments there.

Additional Documentation

For additional GroupWise documentation, see the following guides at the GroupWise 18 Documentation Web site (http://www.novell.com/documentation/groupwise18/)

- *GroupWise Windows Client User Guide*
- *GroupWise WebAccess User Guide*
- *GroupWise WebAccess Mobile User Guide*
- *GroupWise User Quick Starts*

1 Getting Started

GroupWise is a robust, dependable messaging and collaboration system that connects you to your universal mailbox anytime and anywhere. This section gives you an overview of how to start using GroupWise quickly and easily.

Supported Web Browsers

- Any of the following web browsers:
  - Linux: Mozilla Firefox; Google Chrome
  - Windows: Microsoft Internet Explorer 9 or later; Mozilla Firefox; Google Chrome; Microsoft Edge
  - Macintosh: The latest version of Safari for your version of Mac OS; Mozilla Firefox; Google Chrome
- Microsoft Surface Pro tablet, with Windows 8 or later
- Any mobile device that supports Wireless Access Protocol (WAP) and has a microbrowser that supports Hypertext Markup Language (HTML) 4.0 or later

Starting GroupWise WebAccess

You start GroupWise WebAccess as you would any other home page on the Internet.

1. Use your Web browser to go to the URL your administrator gives you, such as `http://`*`server`*`/gw/webacc`, or an IP address such as 155.155.11.22.

   If you need to find your GroupWise administrator, ask the person who gave you your GroupWise user name and password.
2. On the GroupWise WebAccess login page, enter your user name and password.
3. (Conditional) If you're using a small mobile device such as a mobile phone, click **Options**, then select **Use the basic interface**.

   The basic interface has limited functionality and graphics. It is designed to perform the most basic tasks in GroupWise WebAccess. To close the basic interface, close all Web browsers and launch WebAccess again, then deselect **Use the basic interface.**

   For information on how to use the basic interface, see the GroupWise 18 WebAccess Basic Quick Start (http://www.novell.com/documentation/groupwise18/gw18_qs_webaccbasic/data/gw18_qs_webaccbasic.html).
4. Click **Sign in**.

   Your GroupWise mailbox opens.

   If you are unable to log in, click the **Can't log in?** link on the login page for more information about how to get your password reset in your organization.

Understanding Timing Out from GroupWise WebAccess

Specific actions, such as opening or sending an item, generate a call to the Web server. Other actions, such as scrolling through items in the Item List, composing a message without sending it, or reading Help topics, do not generate a call to the Web server. If, for a period of time, you leave GroupWise WebAccess alone or perform actions that do not generate a call, WebAccess logs you out. Doing so provides security for your email and ensures that the Web server and GroupWise WebAccess run efficiently.

The default timeout period is 20 minutes if you are using WebAccess on a public or shared computer. If you are using WebAccess on a private computer the default timeout period is 480 minutes (8 hours). However, your GroupWise administrator can change the timeout period for your organization's GroupWise system. You specify whether you are using WebAccess on a public or private computer during login, as described in "Starting GroupWise WebAccess" on page 9.

If you try to perform an action after you have been logged out, you are prompted to log in again.

To ensure that you have the latest information in your Mailbox and to prevent frequent timeouts, click the **Check for new messages** icon.

NOTE: You must authenticate correctly to be returned to your work after a timeout. If you haven't logged in correctly, the message you were composing might appear to be lost. Use the keyboard to return to your saved message window (for example, Alt+Left-arrow key in Windows).

Changing Your Password

In order to access your GroupWise mailbox from WebAccess, your mailbox must have a password. Your GroupWise administrator might have assigned the password when he or she set up your GroupWise account. If you have access to the GroupWise Windows client, you can set your initial mailbox password yourself, as described in "Assigning a Password to Your Mailbox" in "Getting Started" in the *GroupWise 18 Client User Guide*.

To change your mailbox password in WebAccess:

1 Click the **Options** icon, then click **Options.**

  Click the **Password** tab.

2 Type your old password, then type your new password twice for confirmation.

3 Click **Save**, then click **Close**.

Depending on the security level that your GroupWise administrator has established for your post office, you might need to know more about passwords. For more information, see "Managing Mailbox Passwords" on page 85.

Getting to Know the GroupWise WebAccess Interface

Your main work area in GroupWise is called the Main Window. From the Main Window of GroupWise, you can read your messages, schedule appointments, view your Calendar, manage contacts, open folders, and much more.

Understanding the Nav Bar

The Nav Bar is located at the top of the WebAccess page. It is designed for quick access to the folders you use the most. By default the Nav Bar contains the Mailbox, Calendar, Contacts, and Documents folders.

Understanding the Toolbar

Use the toolbar to access many of the features and options found in WebAccess. The toolbar at the top of a folder or item is context-sensitive; it changes to provide the options you need most in that location.

There are two different toolbars you can display:

- **Main:** The Main toolbar contains most of your commonly used functions, such as New Appointment and New Mail. The Main toolbar is located at the top of the main page.
- **Item Context:** The Item Context toolbar contains context-sensitive buttons that relate to the item that is displayed. The Item Context toolbar is located at the top of the page.

Exploring the Folder List

The Folder List at the left of the Main Window lets you organize your GroupWise items by creating folders to store your items in. The Mailbox folder is the default folder that is opened when you first log in. For information about the different GroupWise folders, see "Using Folders to Organize Your Mailbox" on page 18.

Home Folder

Your Home folder (indicated by your name) represents your GroupWise database. All folders in your Folder List are subfolders of your Home folder.

Mailbox Folder

The Mailbox displays all the items you have received, with the exception of scheduled items (appointments, tasks, and reminder notes) you have accepted or declined. By default, scheduled items and tasks are moved to the Calendar when you accept them.

Your received items are stored in your GroupWise Mailbox, which automatically refreshes as you receive new items. If your computer has audio capabilities, and a GroupWise WebAccess window is open in your Web browser, an audio cue plays when a new item is received.

You can organize your messages by moving them into folders within your Cabinet, and you can create new folders as necessary.

Unopened Items

The Unopened Items folder lists received items you have not yet opened. It is a query folder that cannot be deleted.

Sent Items Folder

The Sent Items folder displays all the items you have sent. By checking the properties of your sent items, you can determine their status (Delivered, Opened, and so on).

Calendar Folder

The Calendar folder is a link that takes you to the Calendar view, where you can choose several Calendar view options. You can use the Folder List to choose which calendars to display. The selected calendars are displayed in the calendar view.

Contacts Folder

The Contacts folder, by default, represents the Frequent Contacts address book. Any modification you make in the Contacts Folder is also made in the Frequent Contacts address book.

From this folder, you can view, create, and modify contacts, resources, organizations, and groups.

Tasklist Folder

Use the Tasklist folder to create a task list. You can move any items (mail messages, phone messages, reminder notes, tasks, or appointments) to this folder and arrange them in the order you want.

Work in Progress Folder

The Work In Progress folder is a folder where you can save messages you have started but want to finish later. This is also where all Auto Save messages are automatically saved.

Cabinet Folder

The Cabinet contains all of your personal folders. You can rearrange and nest folders by clicking the **Folders** on the Main Toolbar.

Junk Mail Folder

All email items from addresses and Internet domains that are junked through Junk Mail Handling are placed in the Junk Mail folder. This folder is not created in the folder list unless a Junk Mail option is enabled.

While Junk Mail options are enabled, this folder cannot be deleted. However, the folder can be renamed or moved to a different location in the folder list. If all Junk Mail options are disabled, the folder can be deleted. The folder can also be deleted if the Junk Mail Handling feature is disabled by the GroupWise administrator.

To delete items from the Junk Mail folder, right-click the Junk Mail folder, click **Empty Junk Mail Folder**, then click **Yes**.

For more information about Junk Mail Handling, see "Handling Unwanted Email (Spam)" on page 39.

Trash Folder

All deleted mail and phone messages, appointments, tasks, documents, and reminder notes are stored in the Trash folder. Items in the Trash can be viewed, opened, or returned to your Mailbox before the Trash is emptied. (Emptying the Trash removes items in the Trash from the system.)

You can empty your entire Trash, or empty only selected items. The GroupWise administrator can specify that your Trash is emptied automatically on a regular basis.

Shared Folders

A shared folder is like any other folder in your Cabinet, except other people have access to it. You can create shared folders or share existing personal folders in your Cabinet. You choose whom to share the folder with, and what rights to grant each user. Users can post messages to the shared folder, drag existing items into the folder, and create discussion threads. You can't share system folders, which include the Cabinet, Trash, and Work In Progress folders.

If you place a document in a shared folder, people with rights to the shared folder don't automatically have rights to edit the document. Before they can edit the document, you must give them Edit rights by clicking **Folders**, then clicking the **Share Folder** tab.

Understanding GroupWise Item Types

Every day you communicate in a variety of ways. To accommodate these needs, GroupWise delivers your items by using a variety of item types. Each item type is explained below.

Mail

A mail message is for basic correspondence, such as a memorandum or letter. See "Receiving Email" on page 35 and "Sending Email" on page 23.

Appointment

An appointment lets you invite people to and schedule resources for meetings or events. You can schedule the date, time, and location for the meeting. You can use personal appointments to schedule personal events such as a doctor's appointment, a reminder to make a phone call at a certain time, and so forth. Appointments display on the Calendar. See "Scheduling Appointments" on page 45.

Task

A task lets you place a to-do item on your own or on another person's Calendar after it has been accepted. You can schedule a due date for the task and include a priority (such as A1). Uncompleted tasks are carried forward to the next day. See "Assigning a Task" on page 54.

TIP: You can also create a Tasklist that is not associated with your Calendar. In this type of Tasklist, any item type (mail, appointment, task, reminder note, phone message) can be used.

Note

A note is posted on a specific date on your own or another person's Calendar. You can use notes to remind yourself or others of deadlines, holidays, days off, and so forth. Personal notes are useful as reminders for birthdays, vacations, paydays, and so forth. See "Sending Reminder Notes" on page 48.

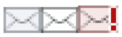
Phone Message

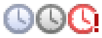
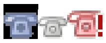
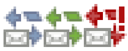
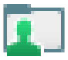
A phone message helps you inform someone of a phone call or visitor. You can include such information as caller, phone number, company, urgency of the call, and so forth. You cannot answer your phone from a phone message. See "Sending a Phone Message" on page 31.

Identifying the Icons Appearing Next to Items

The icons that appear next to items in your Mailbox, Sent Items folder, and the Calendar show information about the items. The following table explains what each icon means.

Table 1-1 *Icon Descriptions*

Icon	Description
	One or more attachments are included with the item.
	Draft item.
	An item you have sent.
	An item you have replied to.
	An item you have forwarded.
	An item you have delegated.
	An item you have replied to and forwarded
	An item you have replied to and delegated.
	An item you have forwarded and delegated.
	An item you have replied to, forwarded, and delegated.
	A personal item.
	Unopened mail message with a low, standard, or high priority.

Icon	Description
	Opened mail message with a low, standard, or high priority.
	Unopened and opened appointment with a low, standard, or high priority.
	Unopened and opened task with a low, standard, or high priority.
	Unopened reminder note with a low, standard, or high priority.
	Opened reminder note with a low, standard, or high priority.
	Unopened phone message with a low, standard, or high priority.
	Opened phone message with a low, standard, or high priority.
	A reply is requested for this low, standard, or high priority item.
	Unopened document reference.
	Opened document reference.
	Shared folder notification.
	Shared address book notification.
	Unopened posted item (shared folder).
	Opened posted item (shared folder).

Learning More

You can learn more about GroupWise from the following resources:

Online Help

Complete user documentation is available in Help. In the Main Window, click **Help**, then use the **Contents** tab, **Index** tab, or **Search** tab to locate the help topics you want.

GroupWise Documentation Web Page

For a complete set of GroupWise user and GroupWise administration documentation, go to the GroupWise 18 Documentation Web site (http://www.novell.com/documentation/groupwise18/).

GroupWise Cool Solutions Web Community

At the Cool Solutions Web site (https://www.novell.com/communities/coolsolutions/category/groupwise/), you find tips, tricks, feature articles, and answers to frequent questions.

2 Getting Organized

In Getting Started, you learned the basics of the GroupWise Web environment. This section describes how to transform the basic GroupWise Web environment into an efficient, customized collaboration environment that suits your personal work style.

Using Categories to Organize Items

Categories are used to help define and prioritize items in your mailbox. Categories apply a color pattern of your choice to the specified email messages, so you can classify them at a glance. You can assign more than one category to an item, but one category is always primary and displays the primary color scheme. Categories also apply to calendar items and can be added to calendar items the same way they are added to mail items.

Assigning a Category

1. Select the message you want to add a category to.
2. Right-click, then click **Categories**.
3. Select the category you want to use.
4. Click **OK**.

Adding a New Category

1. In your mailbox, click **Categories**.
2. In the **New Category** field, specify a name for the new category, then click **Add**.
3. Select the new category in the **Categories** section, then specify the text and background colors.
4. Click **OK**.

Removing a Category from an Item

1. Select the item you want to remove the category from.
2. Right-click and select **Categories**.
3. Deselect the check box in the **Categories** section.
4. Click **OK**.

Renaming a Category

1. In your mailbox, click **Categories**.
2. Select the category you want to rename.
3. Click **Rename**.
4. Specify the new name, then click **OK**.

Deleting a Category

1 In your mailbox, click **Categories**.
2 Select the category you want to remove.
3 Click **Delete**.

Using Folders to Organize Your Mailbox

Use folders to store and organize your items. For example, you can group all items related to a particular task or subject together.

Understanding Folders

The Folder List displays the folders that are relative to the folder you are currently in. The following are context-sensitive Folder Lists:

- **Calendar:** Displays a list of all calendars. From here you can select to display the contents of a calendar in the main calendar. In addition, you can change the color of a calendar.
- **Contacts:** Displays a list of all personal address books. By default, the main Contacts folder is the Frequent Contacts address book.
- **Documents:** Displays a list of your document libraries. By default, the main Documents folder is your default document library.

Click the **Expand** ▷ and **Collapse** ▽ arrows to expand and collapse folders.

For information about the individual folders you might have in your Folder List, see “Exploring the Folder List” on page 11.

You can organize items in your folders by moving them. When you move an item into a folder, it is taken from one location and placed in another.

You can store unfinished items in a predefined folder called Work In Progress (see “Saving an Unfinished Email” on page 28). You can also make folders public by sharing them (see “Using Shared Folders” on page 19). You can create rules to automatically sort items to different folders (see “Creating a Rule” on page 76).

Modifying the Folder List

1 On the main WebAccess page, click **Folders** on the toolbar.

In the Manage Folders window, you can create, delete, and share folders.

Deleting Folders

1 Select the **Delete Folder** tab at the top of the **Folders** window.
2 Click the folder you want to delete.
3 Click **Yes**.

You cannot delete the Calendar, Mailbox, Sent Items, Tasklist, Contacts, Cabinet, Work In Progress, or Trash folders. You can delete the Junk Mail folder only if Junk Mail Handling has been disabled.

Creating a Personal Folder

1. On the main WebAccess page, click **Folders** on the toolbar.
2. Select the place in the Folder List where you want to add the folder. By default, a new folder is added as the first folder in the Cabinet.

   For example, to add a folder at the same level as the Mailbox folder, click the **Down** button next to the Mailbox folder. To add a folder to the Mailbox folder, click the **Right** button next to the Mailbox folder.
3. Type a name for your new folder in the **Folder Name** field.
4. Click **Add Folder**.

Renaming a Folder

In some cases you might want to rename a folder to more accurately reflect the contents of a folder or to correct a spelling error. In WebAccess new folders can be created but names of existing folders cannot be changed. You can change folder names in the GroupWise Windows client.

For more information on managing folders, see "Understanding Folders" on page 18.

Moving an Item to Another Folder

1. Locate the item in the Item List.
2. Double-click the item to open it, then click **Move**.
3. Click the folder where you want to move the item.

   If you are moving the item to a folder in the Cabinet, you might need to click the **Expand** ▷ icon next to the Cabinet to display the Cabinet folders.

Understanding Find Results Folders

A Find Results folder is a folder that displays the results of a query. When the folder is opened, GroupWise examines the search criteria defined for the folder, searches for everything specified, then displays everything it finds in the Item List. You can act on items in a Find Results folder the same way you act on items in any folder, such as opening, forwarding, printing, copying, moving, or deleting them, but the original item remains stored in the folder where the search found it. This means that if you move or delete an item from a Find Results folder, the item is deleted from the Item List, but not from the original location. The next time you open the Find Results folder, the search is performed again and the item is once again displayed.

Although you cannot create new Find Results folders in WebAccess, you can use folders you created in the GroupWise Windows client. However, to ensure that you are viewing the most recent information in the folder and not a cached copy, you should click **Update** in the toolbar before opening a Find Results folder.

Using Shared Folders

A shared folder is like any other folder in your Cabinet, except other people have access to it and it appears in their Cabinets. You can create shared folders or share existing personal folders in your Cabinet. You choose whom to share the folder with, and what rights to grant each user. Then, users

can post messages to the shared folder, drag existing items into the folder, and create discussion threads. You cannot share system folders, which include the Mailbox, Unopened Items, Sent Items, Calendar, Task List, Checklist, Cabinet, Work In Progress, Junk Mail, and Trash folders.

If you place a document in a shared folder, people with rights to the shared folder can read the document, but they don't automatically have rights to edit. Before they can edit the document, you must give them Edit rights on the **Share Folder** tab.

You can share personal folders with other users. Recipients of the shared folder receive a notification explaining that you have shared the folder with them. They can then accept the folder or decline the folder.

Sharing an Existing Folder with Other Users

1. On the main WebAccess page, click **Folders** on the toolbar, then click the **Share Folder** tab.
2. Select the folder you want to share. Folders available for sharing are underlined.
3. In the **Name** field, start typing the name of a user.

   or

   Click **Address Selector** to search for a user. For more information about the Address Selector, see "Using the Address Selector" on page 58.
4. Select the access options you want for the user.
5. Repeat Step 3 through Step 4 for each user you want to share the folder with.
6. Click **Save**.

Accepting a Shared Folder

1. Click the Shared Folder notification in your Mailbox.
2. Click **Accept Folder**.
3. The name of the folder is filled in by default. Make any desired changes to the name of the folder.
4. Select the folder's location.
5. Click **Add Folder**.

Posting an Item to a Shared Folder

1. In the Folder List, open the shared folder you want to post the item to.
2. At the top of the Item List, click **Post** to display a Message form.
3. Type a subject and message.

   You can include Web site locations or addresses (URLs) in both the **Subject** field and the message body.
4. (Optional) Click **Check Spelling** to spell check the message.
5. (Optional) Click **Attach** to attach files to the message. For this feature to work, your browser must support attachments.
6. Click **Post** to add the message to the shared folder.

Deleting a Shared Folder

To delete a folder that is shared with you:

1. Right-click the folder.
2. Click **Delete Folder**.
3. Click **OK**.

Deleting a folder that is shared with you just deletes the folder from your GroupWise Mailbox. All other users are unaffected. However, if you are the one who shared the folder with others, then deleting that folder also removes it from all other users.

Transferring Ownership of a Shared Folder

1. Right-click on the shared folder, then click **Sharing**.
2. Click **Transfer Ownership**.
3. Select from the participants list or enter the user name of the user to whom you are transferring the shared folder. You can also change the subject and message for the notification and select whether you want to be kept as a participant.

   When you click Send, the new owner receives a notification prompting them to accept ownership of the shared folder with the name of the shared folder appended to the subject of the message.

Taking Ownership of a Shared Folder

If the administrator deletes, expires, or disables the login for a user with a shared folder, all participants of that shared folder receive a notification that the shared folder is available. Any participant in that shared folder can become the new owner by taking ownership of the folder.

1. Right-click on the shared folder, then click **Sharing**.
2. Click **Take Ownership**.

3 Email

An email message is basically a text message sent to a recipient. You can write messages in plain text or HTML, and you can add attachments to them. All incoming messages are delivered to your Mailbox folder.

An email message is basically a text message sent electronically to a recipient. You can write messages in plain text or HTML, and you can add attachments to them. All incoming messages are delivered to your Mailbox folder.

- "Sending Email" on page 23
- "Managing Sent Email" on page 32
- "Receiving Email" on page 35
- "Managing Received Email" on page 38
- "Printing Email" on page 39
- "Handling Unwanted Email (Spam)" on page 39

Sending Email

When you send an email message from GroupWise WebAccess, you can send the message either as text or HTML. Additionally, you can choose to attach a file, add a signature to the message, and spell check the message before it is sent.

The address book and name completion help you to quickly and easily find the contacts you need when sending an email message.

- "Composing Email" on page 23
- "Formatting Messages" on page 24
- "Spell-Checking Messages" on page 25
- "Attaching Files" on page 25
- "Adding a Signature" on page 26
- "Saving Unfinished Email" on page 26
- "Selecting the Default Compose View" on page 28
- "Addressing Mail Messages" on page 29
- "Selecting Send Options" on page 30
- "Posting a Note" on page 31
- "Sending a Phone Message" on page 31

Composing Email

1. Click **Mail** on the toolbar.
2. In the **To** box, type a user name, then press Enter. As you begin to type, Name Completion automatically tries to match the name and complete it for you. Repeat for additional users. If necessary, type user names in the **CC** and **BC** boxes.

or

To select user names from a list, click **Address** on the toolbar, search for and select each user, click **To**, **CC**, or **BC** for each user, then click **OK**.

3 Type a subject.

4 Type a message.

   You can specify many options, such as making this message a high priority, requesting a reply from the recipients, and more, by clicking the **Send Options** tab.

5 Include any attachments by clicking the **Attach**.

6 Click **Send** on the toolbar.

Formatting Messages

When you send a message, you can select from several format options. You can select to send the message as a text or HTML message, and you can change the fonts, colors, and layout of the message.

- "Changing the Font in the HTML View" on page 24
- "Formatting Bulleted and Numbered Lists" on page 24
- "Undoing the Last Text Action" on page 24

Changing the Font in the HTML View

The recipient of an item sees the changes you make in Plain Text view if he or she views the item in Plain Text view. The recipient of an item sees the changes you make in HTML view if he or she views the item in HTML view. You might want to let the recipient know which view you composed the item in.

1 In an open item you are composing, make sure the HTML toolbar is displayed.

2 Use the HTML toolbar to change the font, add background colors, add images, and more.

You might need to resize the item view horizontally to see all the buttons on the HTML toolbar.

Formatting Bulleted and Numbered Lists

You can easily include bulleted and numbered lists in messages.

1 In an open item you are composing in the HTML view, use the HTML toolbar to insert a bulleted or numbered list

2 Type the list item, then press Enter to create the next item in the list.

3 Press Enter twice after the last item to turn off the list formatting.

Undoing the Last Text Action

You can undo the last text action in the **Subject** or **Message** field of a message you are composing.

1 Press Ctrl+Z.

   For information about other shortcut keys, see Appendix C, "Using Shortcut Keys," on page 93.

Spell-Checking Messages

Spell Checker lets you check for misspelled words in the messages you create. It checks for misspelled words, duplicate words, and irregular capitalization in items you are creating.

When Spell Checker finds a misspelled word, you can replace it with a word Spell Checker suggests, edit the word manually, or skip the word.

You use the compose options to set up Spell Checker to automatically spell check your messages before you send them.

Spell-Checking an Item with Spell Checker

1. Click the **Subject** or **Message** field.
2. Click **Check Spelling**.

   WebAccess highlights any misspelled words.
3. Click any highlighted word.
4. Select one of the words Spell Checker suggests to replace the misspelled word.

   or

   Click **Edit** to make your own corrections.
5. Click **Resume Editing** when spell-checking is complete.

Spell-Checking Items Automatically with Spell Checker

You can automatically spell-check items every time you click **Send**.

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click the **Compose** tab.
3. Select **Check spelling before send**.
4. Click **Save**, then click **Close**.

Selecting the Spell Checker Language

1. In an open item you are composing, click the **Subject** field or the **Message** field.
2. Click the drop-down menu next to **Check Spelling**.
3. Select the language to use.

Attaching Files

You can send files to other users. You can attach files that exist on your hard disk, diskette, or network drive to an item you are sending. The recipients can open an attached file, save it, view it, or print it. If you change an attached file after you have sent it, the recipients do not see the changes.

If you attach a file that is password-protected, the recipient cannot open or view the attachment without entering the password.

1. Open a new item.
2. Fill in the **To**, **Subject**, and **Message** fields.
3. Click **Attach**, then browse to and select the file or files you want to send.

To remove an attached file, click the Remove icon.

4 Click **Send** on the toolbar.

Moving or deleting a file on a disk or network drive does not affect a file you attached to an item and sent.

If you delete an attached file, it is not erased from disk or network drive; it is simply removed from the attachment list.

Adding a Signature

Use Signatures to insert a signature or tag line at the end of items you send. For example, you can have GroupWise automatically list your name, phone number, and email address at the bottom of every item you send.

In addition to personal signatures, your GroupWise administrator can create a global signature for everyone to use. If the GroupWise administrator requires the global signature, it is automatically appended to all items that are sent. When you resend an item, the global signature is not automatically added to the message.

Signatures that you create or modify in the GroupWise Windows client are automatically displayed in GroupWise WebAccess. Likewise, signatures that you create or modify in GroupWise WebAccess are automatically displayed in the GroupWise Windows client.

1. On the main page, click the **Options** icon, then click **Options**.
2. Click **Compose**.
3. Select **Enable signature.**
4. Click **New**, specify a name for the new signature, then click **OK**.
5. (Optional) Create additional signatures. In the **Signature** drop-down list, select the signature that you want to make your default signature, then select **Set as default**.
6. Type your signature text in the box.
7. Click **Automatically add signature** to automatically add your signature when you send the item.

   or

   Click **Prompt before adding signature** to have WebAccess prompt you to add the signature when you send the item.
8. Click **Save**, then click **Close**.

Saving Unfinished Email

Understanding Auto-Save

When you compose a new message in GroupWise WebAccess, items are automatically saved for you. This prevents the loss of any messages you are authoring if WebAccess unexpectedly shuts down. When you restart WebAccess, you have the option to recover these messages to finish composing them.

If you stop using GroupWise WebAccess for 10 seconds (the default non-use value) and have unsent messages, or if you have been actively composing messages for 60 seconds (the default continuous use value), WebAccess automatically saves your messages to your **Work In Progress** folder. WebAccess adds two characters to the title of all auto-saved messages to distinguish them from other items you might have manually saved to your Work In Progress folder.

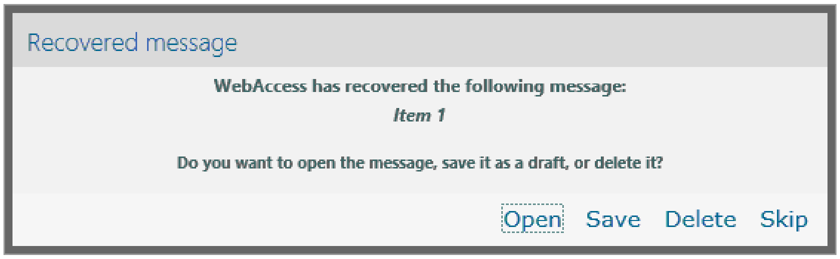
Your administrator can disable the auto-save feature and change the non-use and continuous values.

If there are auto-saved messages when you start WebAccess a message is displayed. The type of message that is displayed differs depending on the number of messages that were auto-saved.

- "When One Auto-Saved Message is Recovered" on page 27
- "When Two to Five Auto-Saved Messages Are Recovered" on page 27
- "When 6 or More Auto-Saved Messages Are Recovered" on page 28

When One Auto-Saved Message is Recovered

When you start WebAccess and only one auto-saved message is recovered, you see the following message:



You have the following options to deal with the auto-saved messages:

Open: Opens the auto-saved messages so that you can finish composing them.

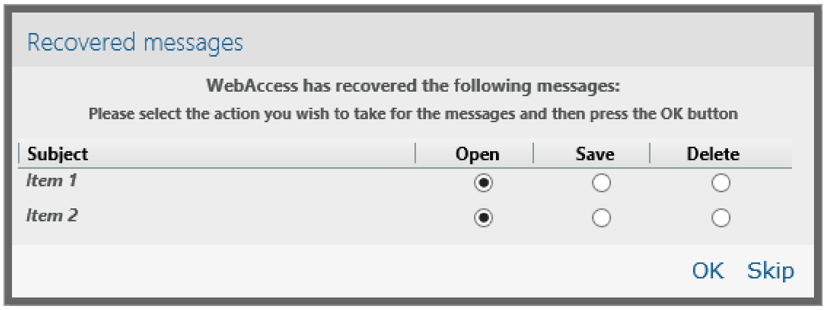
Save: Saves the messages as regular Work In Progress items so that you can finish composing the messages later.

Delete: Deletes the auto-saved messages. The information in them is permanently lost.

Skip: Retains the saved messages on disk but does not recover them in WebAccess. The next time you start WebAccess, the Auto-Save window reappears.

When Two to Five Auto-Saved Messages Are Recovered

When you start WebAccess and two to five auto-saved message are recovered, you see the following message:



You have the following options to deal with the auto-saved messages. Select one of these options for each auto-saved message, then click **OK**.

Open: Opens the auto-saved messages so that you can finish composing them.

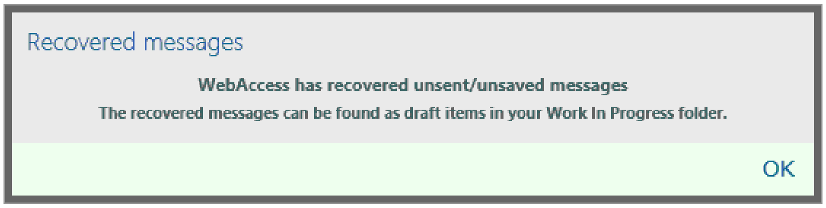
Save: Saves the messages as regular Work In Progress items so that you can finish composing the messages later.

Delete: Deletes the auto-saved messages. The information in them is permanently lost.

Click **Skip** to retain the saved messages on disk but to not recover them in WebAccess. The next time you start WebAccess, the Auto-Save window reappears.

When 6 or More Auto-Saved Messages Are Recovered

When you start WebAccess and six or more auto-saved message are recovered, you see the following message:



Click **OK** to save the messages as regular Work In Progress items so that you can finish composing the messages later.

Enabling or Disabling Auto-Save

By default, Auto-Save is enabled if you use a high-speed connection to access your GroupWise system. It is disabled by default if you use a low connection speed. For more information on your login options for connecting, see "Starting GroupWise WebAccess" on page 9.

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click the **Compose** tab.
3. Select **Enable auto-save** to enable Auto-Save.

   or

   Deselect **Enable auto-save** to disable Auto-Save.
4. Click **Save,** then click **Close**.

Saving an Unfinished Email

1. In an open item, click the **Save** icon.
2. Click the folder you want to save the item to, then click **OK**.

The draft message is placed in the folder you chose in Step 2. The default folder for unfinished messages is the Work In Progress folder.

Selecting the Default Compose View

When you are composing a message in GroupWise WebAccess, you can select to have the default compose format in either plain text or HTML.

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click the **Compose** tab.

3 In the **Default Compose View** box, select **Plain Text** or **HTML**.
4 Click **Save**, then click **Close**.

To change the view in one item:

1 Open an item.
2 Click the **HTML or > Plain Text** icon.

Addressing Mail Messages

A mail message has a primary recipient, a subject line, and can be carbon copied and blind copied to other users. You can also attach files, document references, sounds, movies, and OLE objects to your mail messages.

Using the Address Book

For information on using the Address Book, see Chapter 6, "Contacts and Address Books," on page 57.

CC (Carbon Copy)

Carbon copy recipients (CC) receive a copy of an item. CC recipients are users who would benefit from the information in an item, but are not affected by or directly responsible for it. All recipients can see that a carbon copy was sent. They can also see the names of the CC recipients.

BC (Blind Copy)

Blind copy recipients (BC) receive a copy of an item. Other recipients receive no information about blind copies. Only the sender and the blind copy recipient know that a blind copy was sent. If a recipient replies and chooses **Reply to All**, the blind copy recipient does not receive the reply.

Adding Addresses to Mail Messages

1 Click **Mail** on the toolbar.
2 In the **To** field, type a user name, then press Enter. Repeat for additional users. If necessary, type user names in the **CC** and **BC** fields.

   or

   To select user names from a list, click **Address** on the toolbar. For more information on how to use the Address Selector, see "Using the Address Selector" on page 58.
3 Type a subject.
4 Type a message.

   You can specify many options, such as making this message a high priority, requesting a reply from recipients, and more, by clicking the **Send Options** tab.

   If you want, you can change the font of the message text. For information, see "Changing the Font in the HTML View" on page 24.
5 Include any attachments by clicking **Attach**.
6 Click **Send** on the toolbar.

Selecting Send Options

- "Changing the Priority of Mail You Send" on page 30
- "Changing the Security Setting (Classification) of All Items You Send" on page 30
- "Changing the MIME Encoding of a Message" on page 30

Changing the Priority of Mail You Send

- "Changing the Priority for All Items You Send" on page 30
- "Changing the Priority for One Item" on page 30

Changing the Priority for All Items You Send

1. To change the priority of all items you send, click the **Options** icon, then click **Options**.
2. Click the **Send Options** tab.
3. Select **High**, **Standard**, or **Low**.

   The small icon next to an item in the Mailbox is red when the priority is high, white when the priority is standard, and gray when the priority is low.
4. Click **Save**, then click **Close**.

Changing the Priority for One Item

1. To change the priority of one item, open an item, then click the **Send Options** tab.
2. Select **High**, **Standard**, or **Low**.

   The small icon next to an item in the Mailbox is red when the priority is high, white when the priority is standard, and gray when the priority is low.
3. Click **Send**.

Changing the Security Setting (Classification) of All Items You Send

A classification is a security setting that lets the recipient know if the item is confidential, top secret, and so forth. This information appears at the top of the item. A classification does not provide any encryption or additional security. It is meant to alert the recipient to the relative sensitivity of the item.

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click the **Send Options** tab.
3. Select a security setting from the **Classification** drop-down list.
4. Click **Save**, then click **Close**.

Changing the MIME Encoding of a Message

Many languages require different character encodings to display certain characters properly. In GroupWise WebAccess, you can change the encoding for items that you send and receive.

- "Changing the Encoding for All Items You Send" on page 31
- "Changing the Encoding for One Item" on page 31

Changing the Encoding for All Items You Send

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click the **Send Options** tab.
3. Select your MIME encoding from the **MIME Encodin**g drop-down list.
4. Click **Save**, then click **Close**.

Changing the Encoding for One Item

1. In the Mail Message window, click the **Send Options** tab.
2. Select your MIME encoding from the **MIME Encodin**g drop-down list.
3. Click **Send** on the toolbar to send the message.

Posting a Note

A note is a message that is posted to your mailbox only. Notes are a way of creating personal notes for yourself.

1. In your Mailbox or Calendar, click the drop-down arrow next to **Mail**, then click **Personal Note**.
2. Type a subject.
3. Type a message.
4. Include any attachments by clicking **Attach**.
5. Click **Post** on the toolbar.

Sending a Phone Message

A phone message is a note you can send to notify other GroupWise users of calls they received while they were out of the office or unavailable. Phone messages are stored in the recipient's Mailbox. You cannot answer your phone from a phone message.

1. In your Mailbox or Calendar, click the drop-down arrow next to **Mail**, then click **Phone**.
2. In the **To** field, type a user name, then press Enter. Repeat for additional users.

   or

   To select user names from a list, click **Address** on the toolbar. For more information on how to use the Address Selector, see "Using the Address Selector" on page 58.
3. Type the name, company, and phone number of the caller.
4. Type the message in the message body.

   If you want, you can change the font of the message text. For information, see "Changing the Font in the HTML View" on page 24.
5. Click **Send** on the toolbar.

Managing Sent Email

Retracting Sent Email

Use **Delete from All Mailboxes** to retract a sent item from the recipient's Mailbox. You can retract a mail or phone message from those recipients who haven't yet opened the item. You can retract an appointment, reminder note, or task at any time. However, items that have been sent across the Internet to other email systems cannot be retracted.

1. Click the Sent Items folder in the Folder List.
2. Select the item you want to retract, then click **Delete From All Mailboxes.**
3. (Optional) Add a comment.
4. Click **OK**.

To see which recipients have opened your message, right-click the item, then click **Properties**. Email cannot be retracted if it has already been opened.

Resending Email

Use **Resend** to send an item a second time, perhaps with corrections.

1. Click the Sent Items folder in the Folder List.
2. Right-click and select **Resend**.
3. Select **Retract Original Item?** if you want to retract the original item.
4. Make changes to the item, if necessary, then click **Send** on the toolbar.

You can check the properties of the original item to see if GroupWise was able to retract it. Right-click the item in the **Sent Items** folder, then click **Properties**. Mail and phone messages cannot be retracted if they have already been opened.

Checking the Status of Sent Email

If the receiver's email system enables status tracking, you can receive status information about the items you send. The Properties window lets you check the status of any item you've sent. For example, you can see when an item was delivered and when the recipient opened or deleted the item. If a recipient accepted or declined an appointment and included a comment, you see the comment in the Properties window. You also see if a recipient marked a task completed.

The Properties window also shows information about items you receive. You can see who else received the item (except for blind copy recipients), the size and creation date of attached files, and more.

Status Overview

There are two views for the properties:

- **Basic Properties:** Displays the Properties header and a list of recipients. The list of recipients displays the recipient's name, what actions the recipient has taken with the item, the date and time of the last action, and any comments.

* **Advanced Properties:** Displays the Properties header, recipients, post offices, files, and options for the item. The Advanced Properties page is helpful to GroupWise administrators when they need to track the item for troubleshooting purposes.

You can save and print status information for an item.

Checking the Status of an Item

1 Right-click an item in your Mailbox or Calendar, then click **Properties**.

The icons next to an item can also give you helpful status information. For more information, see "Identifying the Icons Appearing Next to Items" on page 14.

To change to the Advanced Properties, click **Advanced Properties**.

Saving the Status Information of an Item

1 Right-click an item, then click **Properties**.
2 Click **File** > **Save Page As**.

   WebAccess gives the item a temporary file name. You can change the file name and default folder.
3 Click **Save**.

Printing the Status Information of an Item

1 Right-click an item, then click **Properties**.
2 Click **Print View** to display a printer-friendly version of the status information, then click **Print this page**.
3 Select print options and print the status page as you normally would in your Web browser.

Confirming Delivery of Email You Send

GroupWise WebAccess provides several ways to confirm that your item was delivered.

Tracking Sent Items

You can check the status in the Properties window of any item you send. For information, see "Checking the Status of Sent Email" on page 32.

Receiving Notifications about Items You Send

If the receiving email system is capable of returning notifications, you can receive notification when the recipient opens or deletes a message, declines an appointment, or completes a task.

* "Receiving Notifications about All Items You Send" on page 33
* "Receiving a Notification about a Single Item" on page 34

Receiving Notifications about All Items You Send

1 To always receive notification for items you send, click the **Options** icon, then click **Options**.
2 Click the **Send Options** tab.

3 In the **Return Notification** section, specify the type of return receipt you want.
4 Click **Save**.

Receiving a Notification about a Single Item

1 To get a return receipt for one item, open an item view, then click the **Send Options** tab.
2 In the **Return Notification** section, specify the type of return receipt you want.
3 Click **Send**.

Requesting a Reply for Items You Send

You can inform the recipient of an item that you need a reply. GroupWise WebAccess adds a sentence to the item stating that a reply is requested and changes the icon in the recipient's Mailbox to a double arrow.

- "Requesting a Reply for All Items You Send" on page 34
- "Requesting a Reply for a Single Item" on page 34

Requesting a Reply for All Items You Send

1 To request a reply for all items you send, click the **Options** icon, then click **Options**.
2 Click the **Send Options** tab.
3 Specify when you want to receive the reply.

   The recipient sees next to the message. If you select **When Convenient**, "Reply Requested: When convenient" appears at the top of the message. If you select **Within x Days**, "Reply Requested: By xx/xx/xx" appears at the top of the message.

4 Click **Save** > **Close**.

Requesting a Reply for a Single Item

1 To request a reply for one item, open an item view, then click the **Send Options** tab.
2 Specify when you want to receive the reply.

   The recipient sees next to the message. If you select **When Convenient**, "Reply Requested: When convenient" appears at the top of the message. If you select **Within x Days**, "Reply Requested: By xx/xx/xx" appears at the top of the message.

3 Click **Send**.

Displaying Sent Items

You might want to display items you previously sent. For example, you can read a sent item, resend it with or without corrections, and in some cases, retract it if it has not already been opened by the recipient.

1 Click the **Sent Items** folder in the folder list.

All sent items reside in this folder unless they are moved to a folder other than the Mailbox or Calendar. If a sent item is moved to another folder, it no longer displays in the Sent Items folder. To display sent items that have been moved to other folders, open those folders.

Sorting Sent Items

You can sort items that you have sent by any column in the Sent Items list.

1 Click the column heading to sort messages in that column in alphabetical order. Click the column heading a second time to sort messages in that column in reverse alphabetical order.

Receiving Email

GroupWise uses the Mailbox to store all the mail messages, appointments, and other items you receive. The mailbox automatically refreshes as you receive new items. If your computer has audio capabilities, and a GroupWise WebAccess window is open in your web browser, an audio cue plays when a new item is received.

Reading Received Items

You can read items you receive in your Mailbox or Calendar. Your Mailbox displays a list of all of the items you have received from other users. Personal appointments, tasks, and reminder notes appear in your Calendar, not in your Mailbox.

You can open and read all types of new items in your Mailbox. However, you might want to read tasks and reminder notes in your Calendar so you can view new messages while looking at your schedule.

Phone and mail messages stay in your Mailbox until you delete them. Appointments, reminder notes, and tasks stay in your Mailbox until you accept, decline, or delete them. When you accept an appointment, reminder note, or task, it is moved to your Calendar.

All Mailbox items are marked with an icon. The icons change depending on whether or not the item has been opened. See "Identifying the Icons Appearing Next to Items" on page 14 for more information.

All unopened items in your Mailbox are bolded to help you easily identify which items and documents you have not yet read.

Reading Items

Messages are automatically displayed in the format in which they were sent. Messages display in your browser's default font and size. The date and time of messages is displayed in the same format as is selected for your individual workstation.

To read a message:

1 Double-click the message in the Message list to view the message in a new window.

NOTE: For security reasons, images are not displayed by default in HTML messages. To view the images, click **GroupWise has prevented images on this page from displaying. Click here to display the images**.

Setting the View for One Item

You can change the view for one item only if that item is composed in HTML.

1. Open an item.
2. Click either the **Plain Text** or **HTML** button on the toolbar.

Marking an Item Unread

If you open an item to read it, and then decide you want to read the item later, you can mark the item Unread. Marking the item Unread changes the item to bold and changes the item's icon to unopened so you know you still need to read the item.

1. In the Mailbox, click the item in the Item List.
2. Click **Mark Unread** at the top of the Item List.

If you have opened an item, marking it Unread does not change the status of the item in Properties. For example, if you have opened an item, then marked the item read later, the sender of the item still sees the item status as opened in the Properties window.

Marking an Item Read

1. In the Mailbox, click the item in the Item List.
2. Click **Mark Read a**t the top of the Item List.

Marking an item read changes the status of the item in Properties. For example, if you have not opened an item, but you marked the item read, the sender of the item sees the item status as opened in the Properties window.

Reading Attachments

GroupWise WebAccess can send and receive attachments with items. When you receive an attachment with an item, the list of attachments is under the subject.

Viewing Attached Files

When you view an attached file, the attachment is displayed in the message pane with a viewer. This is usually faster than opening the attachment; however, the attachment might not be formatted properly. If the attachment type is not supported, **View** is not displayed.

1. Open the item containing the attachment.
2. Click **View** next to the attachment.

Saving Attached Files

When you have an attached file, GroupWise WebAccess allows you to save the file to another location.

1. Open the item containing the attachment.
2. Click the linked name of the attachment.

3 Select a location to save the attachment.

   or

   If the message contains four or more attachments, click the Attachments link located below the Subject heading to open Web browser's download dialog box.

NOTE: By default, the name of the zip file containing the attachments is the same as the message's subject line.

Opening Attached Files

When you open an attached file, GroupWise WebAccess determines the correct application to open the file in. You can accept the suggested application, or you can select the path and file name to another application.

1. Open the item containing the attachment.
2. Right-click the linked name of the attachment, then click **Open**.

Printing Attached Files

1. In an open message, click **View** or **Open** to see the contents of the attached file.
2. Print the file as you would any other page in your Web browser if you are viewing the file.

   or

   Use the native application to print the file if you opened it.

Replying to Email

Use Reply to respond to an item. You can reply to everyone who received the original item or to the sender only, without creating and addressing a new message. You can also include a copy of the original message in your reply. Your reply includes **Re:** preceding the original subject text. You can modify the subject text if you want.

Replying to an Email

1. Open the item you want to reply to.
2. Click **Reply** on the toolbar to send the email just to the sender.

   or

   Click **Reply All** on the toolbar to send the email to the sender and all recipients.
3. Type your message, then click **Send** on the toolbar.

If the original item included BC or CC recipients and you selected to reply to all, your reply is sent to the CC recipients but not to the BC recipients.

Modifying Your Compose Settings

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click the **Compose** tab.
3. Select **Enable auto save** if you want to enable the Auto Save feature.

4 Select the **Spell Checking** options you want, including:
   - **Check spelling before send**
   - **Default language**
5 Select the default Compose view you want, either **Plain Text** or **HTML**.

   Your administrator can turn off the HTML format option.
6 Select the signature options you want.
7 Click **Save**, then click **Close**.

Forwarding Email to Other People

Use Forward to send items you receive to other users. You can forward messages as attachments or inline. The mail message includes your name and any additional comments you have made.

1 Right-click the item you want to forward.
2 Click **Forward** to forward the message inline, which puts the forwarded message text in the body of the new message.

   or

   Click **Forward as Attachment** to forward the message as an attachment.
3 Add the names of the users to whom you want to forward the item.
4 (Optional) Type a message.
5 Click **Send** on the toolbar.

If you can't accept an appointment, task, or reminder note, you can delegate the item instead of forwarding it. Delegating places a Delegated status in the item's Properties window, letting the sender know you have transferred responsibility for the item to another person.

Managing Received Email

Saving an Item to Disk

Saved items remain in your Mailbox and Calendar as well as being copied to the location you specify.

1 Open the item you want to save.
2 Save the page as you would any other page in your Web browser.

Saving Status Information

1 Right-click an item, then click **Properties**.
2 Click **File** > **Save Page As**.

   GroupWise WebAccess gives the item a temporary file name. You can change the file name and default folder.
3 Click **Save**.

Deleting Email

Use Delete to remove selected items from your Mailbox. You can also use Delete to retract items you have sent. You can retract mail and phone messages if the recipients have not read them or if they have not been sent to the Internet. You can retract appointments, reminder notes, and tasks at any time.

If you receive junk mail that requires frequent manual deletion, you might want to set up Junk Mail Handling. For more information, see "Handling Unwanted Email (Spam)" on page 39.

1 On the main WebAccess page, select one or more items, then click **Delete**.

   Deleted items are moved to your Trash and remain there until the Trash is emptied.

Viewing the Source of External Messages

When you receive or send messages to and from external systems, you can view the source for a message. The source includes all the data that is contained in a message.

1 Open an item that you received from an external source.
2 Click **View** next to the Mime.822 attachment to open it.

Sorting Received Items

You can sort items that you have received by any column in the received items list.

1 Click the column heading to sort messages in that column in alphabetical order. Click the column heading a second time to sort messages in that column in reverse alphabetical order.

Printing Email

When you print an item, the **From**, **To**, **Date**, **Subject**, **CC**, and attachment names are displayed at the top of the page.

1 In an open item, click **Print View** to open a printer-friendly view of the item.

   IMPORTANT: Do not use **File > Print** in your Web browser. The graphical version of the item displayed in WebAccess cannot be printed as it displays on the screen.

2 Click **Print this page**.
3 Select print options and print as you normally would from your Web browser.

Handling Unwanted Email (Spam)

Use Junk Mail Handling to decide what to do with unwanted Internet email, also known as spam, that is sent to your GroupWise email address.

Understanding Junk Mail Handling

Internet email includes all email where the sender's address is in the form of name@example.com, name@example.org, and so forth. Internal email is email where the sender is part of your GroupWise system and the **From** field shows only the name of the sender, not an Internet address.

An Internet domain is the part of the email address that comes after the @. For example, in the address Henry@example.com, the Internet domain is example.com.

For information about the Junk Mail folder, see "Junk Mail Folder" on page 12.

Your GroupWise administrator can turn off Junk Mail Handling so that it is not available.

Blocking or Junking Email

If you want to block or junk internal email, you can use rules. (For more information, see "Creating a Rule" on page 76.) For example, you can create a Delete rule that moves all items from a specific email address or entire Internet domains to your Trash folder. Or you can use the following procedure to create a Move to Folder rule that moves items with a specified subject to your Junk Mail folder.

1. On the main WebAccess page, click the **Options** icon , then click **Options**.
2. Click **Rules**.
3. Select **Move to Folder** from the drop-down menu of the **Type** field, then click **Create**.
4. Type a name in the **Rule name** field, such as Junk Mail Rule.
5. Use Define Conditions to add specific information to your rule.
    - In the first condition field, select **From**.
    - In the second condition field, select **Matches**.
    - In the last condition field, type the name of the person or a specific Internet domain as it displays in the **From:** field of a mail message. For example: msmith@corporate.com or @corporate.com.
6. Select the Junk Mail folder as the destination folder.
7. Click **Save**.
8. Verify that the check box is selected next to the rule you just created, then click **Close**.

4 Calendar

You can view your schedule in a variety of views or formats, including day, week, and month. For example, the month view lets you view a month schedule, and the tasks section allows you to see all of your posted tasks arranged by their due dates. For more information about Tasks, see Chapter 5, “Tasks and the Tasklist,” on page 53.

Understanding the Calendar

You can have multiple calendars that display in your calendar view. You can create a unique color for each calendar, making it quickly identifiable in the calendar view. You can share each calendar or all calendars with other users.

Many types of calendar views and printouts are available to let you choose the one that displays the information you need. The view you selected for your last session is used as your default view the next time you log in to GroupWise WebAccess.

You can open the Calendar from the Nav Bar or from the Calendar folder in the Main Window.

GroupWise WebAccess automatically adjusts the time for appointments sent between people in different time zones. For example, if you are located in New York and schedule a conference call in Los Angeles for 4:00 p.m. your time, the appointment received by the Los Angeles recipients shows the conference call at 1:00 p.m. their time. GroupWise WebAccess always uses the time zone that is set on your workstation.

If you need to set how your work schedule displays the times that you are available for appointments, use the GroupWise Windows client to set your work schedule. Then you can use GroupWise WebAccess to view your work schedule.

Managing Your Calendar

Viewing Your Calendar

There are several different ways to view your GroupWise calendar, including by day, week, and month.

All unaccepted items in your Calendar are italicized to help you easily identify which items you have not yet accepted.

Opening the Calendar Folder or a Calendar View

The **Calendar** tab in the Nav Bar has a toolbar that provides access to several view options. The view that is displayed when you exit your Calendar displays when you open the Calendar folder again.

1 In the Nav Bar, click **Calendar**, then click the buttons on the Calendar toolbar to choose different views.

You can view the Calendar in various formats, including day, week, and month. To see another view, click a different button on the Calendar toolbar.

The first day of the week is either determined by your GroupWise Administrator, or is inherited from your account settings in the GroupWise client. You cannot change this setting in WebAccess.

For more information, see "Changing the First Day of the Week in Your Calendar" in the *GroupWise 18 Client User Guide*.

Selecting Calendars to Display

GroupWise WebAccess has the ability to display multiple calendars in the main GroupWise Calendar. You can select to view your main GroupWise Calendar, personal calendars, and shared calendars.

1. In the Calendar view, select the calendar check box next to the calendars you want to display.

Viewing a Different Date in the Calendar

1. Click a date in the date picker calendar at the bottom left corner of the Calendar view.

   Today's date is in bold.

The arrows in the left corner move you back or ahead one month, and the arrows in the right corner move you back or ahead one year in most languages.

Viewing All Day Events in the Calendar

All day events are located at the top of the calendar in the All Day Events pane in the Day and Week views.

Navigating in the Calendar

Use the Calendar toolbar to navigate in your calendar.

1. To select a date to view, click a date in the Calendar at the bottom left corner of your calendar view.
2. To return to today's date, click **Today**.
3. To move forward or back one day, one week, or one month, depending upon what the calendar display is set to, click the **Back** icon ◂ to move back and the **Forward** icon ▸ to move forward.
4. To see a day view, click the **Day** icon on the Calendar toolbar.
5. To see a week view, click **Week** icon on the Calendar toolbar.
6. To see a month view, click **Month** icon on the Calendar toolbar.

Understanding Calendar Shading

Appointments on your calendar appear in different shades, depending on how the appointment is shown:

- **Busy:** The appointment displays as gray.
- **Free:** The appointment displays as white.
- **Out of the Office:** The appointment displays as dark gray.
- **Tentative:** The appointment displays as gray with white and gray stripes on the side.

To change an appointment's **Show Appointment As** status:

1 Open the appointment, then click **Busy, Free**, **Tentative**, **Out of the Office**, or **Tentative** from the **Show As** drop-down menu.

Reading a Calendar Entry

1 In the Nav Bar, click **Calendar**.

2 Double-click the item you want to read.

In all Calendar views, you can rest your mouse pointer on most items and see more information such as Subject, Time, Place, and To.

Creating a Personal Calendar

1 In the Calendar view, right-click in the **Calendars** column on the left, then click **New Calendar**.

To create a sub calendar, right-click on a calendar, then click New Sub Calendar.

2 Type a name for the new calendar.

3 (Optional) Type a description for the calendar.

4 (Optional) Select a color for the calendar by clicking a colored square.

5 Click **Save**, then click **Close**.

Changing Calendar Color

Each calendar has a name and a color associated with it. Although the name of the calendar cannot be edited in WebAccess, you can edit the color of the calendar.

1 Right-click the calendar you want to edit.

2 Click **Properties**.

3 Select the color you want.

4 Click **Save**.

5 Click **Close**.

Using Shared Calendars

A shared calendar is like any other calendar, but other people have access to it and it also appears in their calendar lists. You can share existing personal calendars in your calendar list. You choose whom to share the calendar with, and what rights to grant each user. Then, users can post calendar entries to the shared calendar. You can't share your main calendar.

Sharing an Existing Calendar with Other Users

1 In the Folder List, right-click the calendar you want to share, then click **Share**.

2 Select **Shared with**.

3 In the **Name** field, start typing the name of a user.

4 When the user's name appears in the field, click **Add User** to move the user into the **Shared list**.

5 (Optional) Click **Address Selector** button to use the Address Selector to add users.

For more information on how to use the Address Selector, see "Using the Address Selector" on page 58.

6 Select the access options you want for each user.

7 Repeat Step 3 through Step 6 for each user you want to share the folder with.

8 Click **Save**, then click **Close**.

Posting a Calendar Entry to a Shared Calendar

1 Right-click the shared calendar, then click **Display this calendar only**.

2 In the shared calendar, select a date, then click a time in the Appointments List.

3 (Optional) Type a subject and a place if necessary.

4 Make sure the correct calendar is selected from the **Calendar** drop-down menu.

5 For more options, such as the **Start Date**, **Time**, **Show As**, **Duration**, or the appointment message, click **More options**.

6 Click **Post**.

Transferring Ownership of a Shared Calendar

1 Right-click on the shared calendar, then click **Sharing**.

2 Click **Transfer Ownership**.

3 Select from the participants list or enter the user name of the user to whom you are transferring the shared calendar. You can also change the subject and message for the notification and select whether you want to be kept as a participant.

When you click Send, the new owner receives a notification prompting them to accept ownership of the shared calendar with the name of the shared folder appended to the subject of the message.

Taking Ownership of a Shared Calendar

If the administrator deletes, expires, or disables the login for a user with a shared calendar, all participants of that shared calendar receive a notification that the shared calendar is available. Any participant in that shared calendar can become the new owner by taking ownership of the calendar.

1 Right-click on the shared calendar, then click **Sharing**.

2 Click **Take Ownership**.

Sending Calendar Items

Understanding the Calendar Item Icons

The icons that appear in your calendar give you additional information about items. For more information, see "Identifying the Icons Appearing Next to Items" on page 14.

Scheduling Appointments

Use appointments to schedule blocks of time on a specific date or range of dates.

You can use Busy Search to check for a time when all the users and resources you want for an appointment are available. For more information, see "Using Busy Search to Check Availability" on page 46.

When you schedule an appointment and include yourself as a participant, GroupWise automatically accepts the appointment for you.

Scheduling an Appointment for Yourself

If you are not available for meetings, you can schedule a personal appointment for those times. When another user includes you in an appointment and does a busy search, the user can see that you are not available at those times, but can still schedule over your appointment.

Personal appointments are placed in your Calendar on the date you specify. They are not placed in your Mailbox or in any other user's Mailbox. Similarly, all personal appointments are saved to your main GroupWise Calendar. To move them to a personal calendar, drag and drop them to the personal calendar after they are created.

1. On the toolbar, click the drop-down arrow next to **Mail**, then click **Personal Appointment**.

   or

   In your Calendar, select a date, then click a time in that day.
2. (Optional) Type a subject and a place.
3. Specify the start date.
4. Specify a start time and duration. Duration can be in minutes, hours, or days.
5. Specify how you want the appointment to appear with the **Show As** drop-down menu. Appointments can appear as **Busy**, **Free**, **Out of the Office**, or **Tentative**.
6. (Optional) Type a message.
7. Click **Post** on the toolbar.

Scheduling an Appointment for Multiple People

1. On the toolbar, click **Appointment**.
2. In the **To** field, type a user name, then press Enter. Repeat for additional users. Include any resource IDs (such as conference rooms) in the **To** field. If necessary, type user names in the **CC** and **BC** fields.

   or

   To select user names or resources from a list, click **Address** on the toolbar to use the Address Selector to add users. For more information on how to use the Address Selector, see "Using the Address Selector" on page 58.

   Your name is automatically added to the **To** field of the appointment. When you send the appointment, it is automatically added to your calendar. If you do not want to be included in the message, delete your name from the **To** field.
3. Type the Place description in the **Place** field.

   If more than one place is added to an appointment as a resource, only the first one will be displayed in the **Place** field.

4 Specify the start date.

5 Specify a start time and duration. Duration can be in minutes, hours, or days.

6 Specify how you want the appointment to appear as from the **Show As** drop-down menu. Appointments can appear as **Busy**, **Free**, **Out of the Office**, or **Tentative**.

7 Type a subject and message.

   If you want, change the font of the message text. For information, see "Changing the Font in the HTML View" on page 24.

8 If you want to make sure the people and resources for the appointment are available, you can do a busy search by clicking the **Busy Search** tab. For more information, see "Using Busy Search to Check Availability" on page 46.

   You can specify many options, such as making this appointment a high priority, requesting a reply from recipients, and more, by clicking the **Send Options** tab.

9 Click **Send** on the toolbar.

Using Busy Search to Check Availability

Use Busy Search to find a time when all the people and resources you want to schedule for a meeting are available.

1 In an appointment you are creating, specify user names and resource IDs in the **To** field.

2 Specify the first possible day for the meeting in the **Start Date** field.

3 Specify the meeting's duration.

4 Click the **Busy Search** tab.

   You can accomplish the following tasks on the **Busy Search** tab:

   View which attendees have conflicting appointments: Attendees who have a conflict with the selected time are displayed with their names crossed out in the **To** section.

   Change the time of the appointment: Click a new time in the calendar to schedule the appointment for a different time.

   Highlight the appointments for a specific user: Click the name of the user in the **To** section whose appointments you want to highlight.

   Hide a user's appointments from being displayed: Click the icon next to the user whose appointments you want to hide.

   Display all users' appointments: Click **Show Appointment** to display all the appointments for each user in the **To** section.

   Update the calendar with current appointments: Click **Update** to display the current appointments for each user in the **To** section.

   Move to a different date on the calendar: Click the left-arrow and right-arrow icons to move to a different date on the calendar.

5 To remove a user or resource from the list, click the **Appointment** tab. In the **To** field, click the user name or resource to remove, then press Delete.

   This is useful if you want to include several conference rooms in the search to find one that is available, then eliminate those you do not want.

6 Complete the appointment, then click **Send**.

Rescheduling an Appointment

If you want to make changes to the people and resources for the appointment, you can reschedule an appointment.

1 Click the **Sent Items** folder in the Folder List.
2 Select the appointment you want to reschedule and open it.
3 In the Appointment window, click **Resend** on the toolbar.
4 Select **Retract Original Item?** to delete your original appointment.
5 Make your changes, then click **Send** on the toolbar.

Canceling an Appointment

You can cancel an appointment if you scheduled it or if you have the necessary Proxy rights to the scheduler's Mailbox.

1 In your calendar, right-click the appointment you want to cancel, then click **Delete**.
2 Select **Delete From All Mailboxes** to remove it from other users' mailboxes. Leave this option deselected if you only want to delete it from your own mailbox.
3 (Optional) Type a message explaining the cancellation.
4 Click **OK**.

Scheduling a Recurring Appointment

You can schedule daily, weekly, monthly, or yearly recurring appointments.

1 On the toolbar, click **Appointment**.
2 Specify your meeting information, then select **Recurrence**.
3 In the dialog box that appears, specify the following information:

   When: Select **Daily**, **Weekly**, **Monthly**, or **Yearly**.

   Frequency Settings: Select the frequency settings for the recurring appointment. The options in this section differ depending on how often the appointment recurs.

   Date Range: Specify when the appointment starts and when the appointment ends. You can specify the number of occurrences or an end date.
4 Click **OK**.
5 Click **Send** on the toolbar to send the appointment.

Canceling a Recurring Appointment

You can cancel a recurring appointment if you scheduled it or if you have the necessary Proxy rights to the scheduler's Mailbox.

1 In your calendar, right-click the recurring appointment you want to cancel, then click **Delete**.
2 Select one of the following options: **Delete From All Mailboxes** to remove the appointment from the mailboxes you sent it to. Leave this option deselected if you only want to delete the message from your own mailbox.
   - **Delete From This Mailbox:** Removes the appointment from your mailbox.

- **Delete From Recipients Mailboxes:** Removes the appointment from the mailboxes of all recipients.
- **Delete From All Mailboxes:** Removes the appointment from your mailbox and from the mailboxes of all recipients.

3 (Optional) In the **Retract Comment** field, specify a message explaining the cancellation.

4 Click **All Instances** to delete all instances of the recurring appointment, click **This Instance Forward** to delete the current instance and all future instances of the appointment, or click **This Instance** to delete only the current instance of the recurring appointment.

Sending Reminder Notes

Reminder notes are like mail messages, except they are scheduled for a particular day and appear on the Calendar for that date. You can use reminder notes to show vacations, holidays, paydays, birthdays, and so forth.

Scheduling a Reminder Note for Yourself

A reminder note to yourself is called a personal reminder note. Personal reminder notes are placed in your Calendar on the date you specify. They are not placed in your Mailbox or in any other user's Mailbox.

1 In the Day view of your Calendar, type the reminder note message in the **Add a note** field of the **Notes** section, then press Enter.

   or

   On the toolbar, click **Reminder Note**.

2 Select a date.

3 Type a subject and the reminder note message.

4 Click **Post** on the toolbar.

To access the information later, open your Calendar and select the date the information appears on. Double-click the reminder note in the Reminder Notes List.

Scheduling a Reminder Note for Other Users

1 On the toolbar, click **Reminder Note**.

2 In the **To** field, type a user name, then press Enter. Repeat for additional users. If necessary, type user names in the **CC** and **BC** fields.

   or

   To select user names or resources from a list, click **Address** on the toolbar to use the Address Selector to add users. For more information on how to use the Address Selector, see "Using the Address Selector" on page 58.

3 In the **Start Date** field, select the date this reminder note should appear in the recipients' Calendars.

   You can specify many options, such as making this reminder note a high priority, requesting a reply from recipients, and more, by clicking the **Send Options** tab.

4 Type a subject and the reminder note message.

5 Click **Send** on the toolbar.

Receiving Calendar Items

Accepting or Declining Calendar Items

When you receive an appointment, task, or reminder note, you might not be able to accept it. In GroupWise, you can let the sender know if you accept or decline, specify a level of acceptance or availability, and add additional comments. You can also delegate the item to another user. The sender can find your response by checking the item's properties.

If you decline an appointment after its start time, the sender sees the appointment as deleted rather than declined in the appointment's properties.

1. Open the appointment, task, or reminder note.
2. Click **Accept** or **Decline** on the toolbar.
3. (Optional) Type a message in the **Comments to sender** field.

   By default, the sender can view your comment by viewing the item properties in the Sent Items folder. However, for a more noticeable indication when someone declines an item, the sender can select to receive a notification, as described in "Receiving Notifications about All Items You Send" on page 33.
4. (Optional) Select the calendar where you want the message displayed.
5. Click **Accept** (or **Decline**) to close the window
6. If the calendar item is set as a recurring event, you are prompted to accept/decline all events or just this event.

Delegating Calendar Items

Use Delegate to reassign a scheduled item to someone else. The sender can determine who you delegated the item to by looking at the item's properties.

1. Double-click an appointment, task, or note to open it.
2. Click **Delegate** to open a Delegate form.
3. In the **To** field, type a user name, then press Enter.

   or

   To select user names or resources from a list, click **Address** on the toolbar to use the Address Selector to add users. For more information on how to use the Address Selector, see "Using the Address Selector" on page 58.
4. Type any additional comments to the recipient.
5. Click **Send** on the toolbar.

Saving Calendar Items

Saved items remain in your Calendar as well as being copied to the location you specify. Items are saved in HTML format with a `.html` extension so that they can also be opened in your Web browser. Attachments are saved in their original format.

1. Open the item you want to save, then click **File** > **Save Page As**.
2. Type a name for the file in the **Name** field.
3. Select the location from the **Save in folder** drop-down menu.

or

Select **Browse for other folders** for a different location.

4 Click **Save**.

Moving an Appointment to a Different Calendar

Items on the calendar can be moved to other calendars.

1 Select the calendar item to move.

2 Click and drag the item to the new calendar.

The icon with the item changes from red to green when it is in a valid location.

Publishing Personal Calendars on the Internet

You can select to publish personal calendars or your free/busy schedule to the Internet. When you publish a personal calendar to the Internet, that calendar can then be viewed by anyone on the Internet. When you publish your personal calendar, it is published to your system's Calendar Publishing Host. For additional information about your Calendar Publishing Host, see your GroupWise administrator.

The ability to publish your personal calendar can be enabled and disabled by your GroupWise administrator. If your GroupWise administrator has disabled the ability to publish personal calendars, this option is not displayed in the GroupWise client.

Publishing a Personal Calendar

You cannot publish the main GroupWise Calendar; you can only publish a personal or shared calendar.

NOTE: Published calendars display as part of a Web address for identification. Special characters like "!", "@", "#", "{", should not be used as part of the calendar name, because it might cause the calendar to display incorrectly in the Calendar Publishing Host.

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1 In the Calendar Folder List, right-click the calendar you want to publish, then click **Publish**.

2 Select **Publish**.

3 Select the time period.

Select **Entire Calendar** to send your entire calendar.

or

Select **Previous** to send part of your calendar. If you select **Previous**, you must specify a range of days to send.

4 Select **Include Private Items** to include private items.

5 To send someone a link to your published calendar, click **Send Publish Link**.

If you click **Send Publish Link**, a new email message is opened with a link. Select who you want to send the message to, then click **Send**.

6 Click **Save**, then click **Close**.

Modifying a Published Calendar's Settings

1 In the Folder List, right-click the published calendar, then click **Publish**.

2 Modify any publish options.

  For more information, see Step 3 through Step 5 of "Publishing a Personal Calendar" on page 50.

3 Click **Save**, then click **Close**.

Unpublishing a Calendar

When you unpublish a calendar, the published calendar no longer displays in the list of published calendars on the Calendar Publishing Host. If anyone has subscribed to your calendar, they no longer receive updates to your calendar and they might receive an error message.

1 In the Folder List, right-click the published calendar, then click **Publish**.

2 Deselect **Publish**, click **Save**, then click **Close**.

Publishing Your Free/Busy Schedule

Free/busy information in GroupWise can be published to allow access for other users. The free/busy information can be accessed by other GroupWise users or any other users who can accept a `.ifb` file type.

1 On the main WebAccess page, click the **Options** icon, then click **Options**.

2 Click the **Calendar** tab.

3 Select **Publish my free/busy information**.

4 Click **Send Free/Busy Publish Location**.

  If you click **Send Free/Busy Publish Location**, a new email message is opened with a link. Select who you want to send the message to, then click **Send**.

5 Click **Save**, then click **Close**.

Printing a Calendar

Printing from WebAccess depends on the printing capabilities of your Web browser.

In the Month view, you can print different calendar items by selecting the item types in the upper right corner.

1 Click **Print View** in the top right corner of a Calendar View to open a printer-friendly version of the calendar.

  IMPORTANT: Do not use **File > Print** in your Web browser. The graphical calendar displayed in WebAccess cannot be printed as it displays on the screen.

  ---

2 Click **Print this page** to display a printable list of your appointments, notes, and tasks.

3 Select print options and print the calendar as you normally would in your Web browser.

5 Tasks and the Tasklist

A task is an item to be completed by a specified date and time. When you assign a task to a user, the user can accept or decline the task, but until it is declined or completed, the task appears in the user's Tasklist and on the user's Calendar each day.

The Tasklist folder contains any tasks that you post or accept, as well as any other item you place in it as a reminder that the item needs to be acted upon.

To view more information about a task without opening the item, mouse over the task in the **Day** or **Week** Calendar view.

Understanding Tasks

A task is an item that has a due date and requires a specific action. You can post a task for yourself or accept a task from another person.

After it is accepted, a task appears on the Calendar on its start date and carries over to each succeeding day. When the due date is past, the task displays in the **Overdue** section on the Calendar.

After you finish a task, you can mark it as complete. When you mark a task as complete, it no longer carries over to the next day on your Calendar.

As the originator of an assigned task, you can have GroupWise send you notification when the task is marked as complete. A Completed status, including the date and time the task was marked as complete, is placed in the Properties window for the task.

Understanding the Tasklist Folder

The Tasklist folder is a system folder that is used to keep track of GroupWise tasks and other items that require action. Think of it as a master list of all your tasks.

When you post or accept a task, it automatically appears in the Tasklist folder. In addition, any item type (mail, appointment, task, reminder note, phone message) can be placed in the Tasklist folder. For example, you can place an email in the Tasklist folder to remind yourself that you need to act on it.

NOTE: The Tasklist replaces the Checklist folder in previous versions of GroupWise. Checklist items appear in the Tasklist folder, but are not converted to tasks.

Items in the Tasklist folder do not always appear on the Calendar. Only items with a due date appear on the Calendar. If you want an item in the Tasklist folder to appear on your Calendar, you must assign that item a due date, as explained in "Assigning a Due Date and Time to a Tasklist Item" on page 56.

After you have placed an item in the Tasklist folder, you can:

- Change its position in the Tasklist ("Reordering the Tasklist Folder" on page 56)

* Assign it a due date ("Assigning a Due Date and Time to a Tasklist Item" on page 56)
* Mark it as complete ("Tracking Task Completion" on page 55)

Using Tasks

A task is an item to be completed by a specified date and time. When you assign a task to a user, the user can accept or decline the task, but until it is declined or completed, the task appears in the user's Tasklist folder and on the user's Calendar each day.

Assigning a Task

When you create a task, you can assign it to yourself (a personal task) or assign it to multiple people.

Assigning a Task to Other Users

1. On the toolbar, click **New Task**.
2. In the **To** field, type a user name, then press Enter. Repeat for additional users. If necessary, type user names in the **CC** and **BC** fields.

   or

   To select user names or resources from a list, click **Address** on the toolbar to use the Address Selector to add users. For more information on how to use the Address Selector, see "Using the Address Selector" on page 58.
3. Specify the date you want the task to begin and the date and time you want the task to be completed.
4. Type the subject.
5. (Optional) Type a priority for the task.

   The task priority can consist of a character followed by a number, such as A1, C2, B, or 3.
6. Type a description of the task.
7. (Optional) Click the **Send Options** tab to specify other options, such as making this task a high priority, requesting a reply from recipients, and more.
8. Click **Send** on the toolbar.

Assigning a Task to Yourself

1. On the toolbar, click New Task.
2. Next to the To field, click the single user button.
3. Specify the date you want the task to begin and the date and time you want the task to be completed.
4. Type a subject.
5. (Optional) Type a priority for the task.

   The task priority can consist of a character followed by a number, such as A1, C2, B, or 3.
6. Type a description of the task.
7. (Optional) Click the **Send Options** tab to specify other options, such as making this task a high priority, requesting a reply from recipients, and more.
8. Click **Post** on the tool bar.

Tracking Task Completion

When you finish a task, you can mark it as complete. Tasks you mark as complete are not carried over to the next day on your Calendar. Completed tasks are distinguished by a check mark in your Calendar. Overdue tasks display in the **Overdue** section of your Tasklist.

If you mark a task as complete, then realize you left some part of it incomplete, you can unmark it. Unmarked tasks display on the current day in your Calendar.

Marking an Item As Complete

1. Click **Calendar** on the Nav Bar.

   Tasks can also be marked as complete in the Tasklist folder. See "Tracking Task Completion" on page 55 for more information.

2. In your **Tasks** section, select the check box next to the task.

   To unmark a task that has been marked as complete, deselect the marked check box next to the task.

Checking the Completion Status of a Task You Sent

1. Click the **Sent Items** folder in the Nav Bar.

   If you also assigned the task to yourself, you can find it in the Calendar or in the Tasklist folder.

2. Right-click the task you want to check, then click **Properties**.

Using the Tasklist Folder

The Tasklist folder is a system folder used to keep track of GroupWise tasks and other items that require action. Any item type (mail, appointment, task, reminder note, phone message) can be placed in the Tasklist folder.

Moving an Item from Another Folder to the Tasklist Folder

A common way to place items in the Tasklist folder is to move those items from other folders. For example, you might receive an appointment for a meeting where you are expected to give a brief presentation. You can add that appointment to your Tasklist folder so it reminds you that you have a presentation coming up.

1. Open the folder containing the item you want to make into a task, then open that item.
2. Click **Move**.
3. Click the Tasklist folder.

   You can move the task to the top or bottom of the list by using the arrows in the right corner of your Tasklist page.

4. Open the newly moved item, the click **Tasklist**.
5. Select **Activate Tasklist due date** and select a due date.
6. Click **Save**.

In the Calendar, the items display with a check box to the left of them. When you complete an item in the Tasklist, you can mark it complete by selecting the check box.

Assigning a Due Date and Time to a Tasklist Item

1. Open an item in the Tasklist folder.
2. Select **due on**, then select a date and time.
3. Click **Save**.

Reordering the Tasklist Folder

There are multiple ways to change the order of items in the Tasklist folder:

Moving Items Up or Down in the Tasklist

1. Open the Tasklist folder.
2. Select the item you want to move.
3. (Conditional) To move the item up in the list, click the up-arrow located above the Folder List until the item is in the desired position.
4. (Conditional) To move the item down in the list, click the down-arrow located above the Folder List until the item is in the desired position.

Moving an Item to the Top or Bottom of the Tasklist

1. Open the Tasklist folder.
2. Select the item you want to move.
3. (Conditional) To move the item to the top of the list, click the **Move to top** arrow located above the Folder List.
4. (Conditional) To move the item to the bottom of the list, click the **Move to bottom** arrow located above the Folder List.

6 Contacts and Address Books

You can use an address book like a contact management tool, phone directory, and information center for your addressing needs. Address books can store names and addresses, email addresses, phone numbers, and much more. Contacts folders display address book information in convenient address card format. Entries in an address book can be a contact, group, resource, or organization.

Understanding Address Books

GroupWise Address Book

The GroupWise Address Book is the address book configured and maintained by the GroupWise administrator. Use this address book to view information about everyone in your GroupWise system.

Because the GroupWise Address Book is generally quite large, you might want to search for names or use predefined Finds to find the name you are looking for, rather than scrolling through the entire address book. For more information, see "Narrowing Your Search" on page 68.

You can view information about contacts in the GroupWise Address Book, but you cannot edit this information.

Frequent Contacts Address Book

Use the Frequent Contacts address book to access your most frequently used or most recently used entries. When you use an address in a message, the entry is copied to the Frequent Contacts address book if the book's options are set to do so. Addresses added by the GroupWise Windows client also appear in the GroupWise WebAccess Frequent Contacts address book.

Although the Frequent Contacts address book is created by GroupWise, it is considered a personal address book because you can edit the information for contacts.

After an entry is placed in Frequent Contacts, it remains there until you delete it. The entry also remains in its original address book.

Personal Address Books

You can create, edit, save, and rename multiple address books for your personal use. For information on creating a personal address book, see "Creating a Personal Address Book" on page 66.

You can add and delete names and address information for any contact (person, organization, or resource) you want in your personal address books.

When you create multiple address books, you can include the same name and address in several books.

Personal address books list addresses according to your preferences. For example, you can include Internet addresses or no address at all for the people you add to your personal address books. You can also create personal groups. If you save a list of people as a group, you only need to type the group name in the To box to send the entire group a message.

Using the Address Selector

Understanding the Address Selector

The Address Selector presents a simplified view of the Address Book, providing you with the options you need to select a name or create a group. The Address Selector displays in places throughout GroupWise, such as when you are selecting members of a group or entries for a filter or find. It might be slightly modified to show only context-appropriate options.

Select the entries you want placed in **To**, **CC**, or **BC** fields of the item you are addressing. You can filter the list of entries by groups, people, organization, and resources by using the **Entry Type** drop-down list. You can also search the list by name, first name, last name, or a variety of other options by using the drop-down lists.

You can resize the Address Selector by dragging a corner of the window. You can open a contact entry to view details by clicking the contact's name.

You can add contacts to the right pane and then create a group by clicking **Save Group**. If you click the **Save Group** button, you can select which address book the group is saved to. Otherwise it is saved to the address book displayed in the Address Selector. You cannot save a group to the main GroupWise address book unless you are an administrator with the proper rights.

For information on how to create a contact, see "Adding a Contact" on page 59.

Addressing an Item with the Address Selector

Use the Address Selector to address items you are composing. By default, the Address Selector simultaneously searches all address books and all types of entries (groups, contacts, and resources). You can refine your search to include only specific address books and specific types of entries.

For more information about the Address Selector, see "Using the Address Selector" on page 58.

1. In an item you are composing, click **Address** on the toolbar.

   The Address Selector is displayed.

2. In the provided field, specify the group, contact, or resource that you want to send the item to.

   or

   Click the **Plus** icon to refine your search by **Name**, **First Name**, **Last Name**, **Department** and **Email Address**; by **begins with**, **equals**, **not equal**; and by the address book and the type of entry.

   For example, you can use the **begins with** filter to display only entries with last names that begin with "D."

3. Click **Find**.

4. Select the group, contact, or resource when it appears in the search result, then click **To**, **CC**, or **BC**.

   or

   Select **To**, **CC**, or **BC**, then double-click each user that you want add as a message recipient in the way that is currently selected.

5. (Optional) If you want to save the list of addressees as a group, click **Save Group**, specify the address book, group name, and description, then click **Save**.

6. Click **OK**.

Using the Contacts Folder

Use the Contacts folder to view, update, delete, and add information to the contacts in your address book.

The Contacts folder in the GroupWise Folder List, by default, represents the Frequent Contacts address book.

Any modification you make in the Contacts folder is also made in the corresponding address book (Frequent Contacts or other address book).

The Folder List displays a list of all personal address books under the Contacts folder. You can quickly select a different personal address book by clicking the address book in the Folder List.

Clicking the **QuickViewer** icon on the toolbar allows you to quickly view and edit details for a contact, group, resource, or organization.

For more information, see "Managing Contacts" on page 59, "Managing Groups" on page 61, "Managing Resources" on page 63, and "Managing Organizations" on page 64.

Managing Contacts

Each contact in the Contacts folder is marked with 👤. When you double-click a contact, the contact item view displays.

Adding a Contact

You can add a contact to either the Frequent Contacts address book or a personal address book.

1. On the main WebAccess page, click **Contacts** on the Nav Bar.
2. Select the address book you want to add the contact to.
3. Click the drop-down arrow next to **Contact** on the toolbar, then click **Contact**.
4. In the name fields, specify the contact's **First**, **Middle**, and **Last** names.
5. In the **Display Name** field, specify the name you want to use for the contact.

   Information in the **Display Name** field displays in the contact list.
6. Specify any other information you want to record about the contact by clicking the following tabs:

   Summary: (This tab is available only when you modify a contact) Displays a summary of the information contained in the other pages.

   Contact: Use this page to specify the contact's name, photo, email address, multiple phone numbers, and instant messaging ID.

   Details: Use this page to specify the contact's profession, department, assistant, birthday, anniversary, spouse, children, hobbies, and any Internet addresses associated with the contact.

   To specify an Internet address for the contact's office, personal, or Free/Busy information, specify the address in the appropriate fields.

   Address: Use this page to specify the contact's office, home, and any other addresses.

   Notes: Use this page to view information about your interaction with this contact that you entered in the GroupWise Windows client. This page can function like a contact journal.

   History: (This tab is available only when modifying a contact) Displays all the items you have sent to or received from this contact.
7. Click **Save & Close**.

Modifying a Contact

You can modify a contact's information in either the Frequent Contacts address book or a personal address book. In order to modify a contact from your corporate address book, you must first copy the contact to either your Frequent Contacts address book or a personal address book.

1. Click the **Contacts** tab on the Nav Bar.
2. Select the address book you want to modify the contact in.
3. In the contact list, double-click the contact you want to modify.
4. Make any needed modifications to the contact.

   For information about the contact details you can enter on each tab, see Step 6 in "Adding a Contact" on page 59.
5. Click **Save & Close**.

Deleting a Contact

You can delete a contact in either the Frequent Contacts address book or a personal address book. You cannot delete a contact from your corporate address book.

1. Click the **Contacts** tab on the Nav Bar.
2. Select the address book you want to delete the contact in.
3. In the contact list, click the contact, then click **Delete**.

Changing the Display Name of a Contact

The display name is the name that displays when you begin typing in the **To** (or **BC** or **CC**) field of a message. When you begin typing a name, for example "Ta," Name Completion fills in the rest of the name with a name from the address book, for example "Tabitha Hu." However, if there are two Tabitha Hus in the address book, one in Accounting and one in Facilities, it might be difficult for you to know which name Name Completion has filled in, unless you take the time to look at more properties.

You can change the display name so that it's easy to know which name Name Completion has filled in. For example, if you only correspond with Tabitha Hu in Accounting, you could change the display name to Tabitha--Accounting.

1. Click the **Contacts** tab on the Nav Bar.
2. Click the address book you want to modify the contact in.
3. Double-click a contact.
4. Type a new name in the **Display Name** field.
5. Click **Save & Close**.

Viewing All Correspondence with a Contact

1. Click the **Contacts** tab on the Nav Bar.
2. Click the address book you want to use.
3. Double-click a contact.
4. Click the **History** tab.

   All items you have received from or sent to this contact are displayed.

Journaling Interactions with Contacts

Like a journal, the notes feature has the ability to log your various interactions with your contacts.

1 Click the **Contacts** tab on the Nav Bar.
2 Click the address book you want to use.
3 Double-click a contact.
4 Click the **Notes** tab.
5 Add the information pertaining to the contact in the **Comments** field.
6 Click **Save & Close**.

Managing Groups

Each group in the Contacts folder is marked with . When you double-click a group, the group item view displays.

Organizing Addresses in Groups

A group is a list of users or resources you can send messages to. Use groups to send a message to several users or resources by typing the group name in the **To**, **BC**, or **CC** fields. There are two types of groups: public and personal.

A public group is a list of users created by the GroupWise administrator, and it is available for use by each GroupWise user. For example, there might be a public group for the Accounting Department. Each employee in Accounting is included in the group. Public groups are listed in the system address book.

A personal group is a group created by you. For example, if you often send an appointment to your work group, you can include each co-worker’s address or name and a meeting place (a resource) in a personal group.

Creating and Saving a Personal Group

1 On the main WebAccess page, click the **Contacts** tab.
2 Click the personal address book you want to add the group to.
3 Click **Group**.
4 Specify the following information:

 Select Address Book: Click the drop-down list if you want to add the group to a different address book than the one that is already selected.

 Group Name: Specify a name for the group.

 Members: Begin typing the name of a member that you want to add to the group, then click **Add** (or press Enter) when the name appears. Repeat for each user you want to add to the group.

 You can click **Address Selector** to search for and select each user, as described in “Using the Address Selector” on page 58.

 Comments: Specify any comments concerning the group, such as a description of the group.

5 Click **Save & Close** to save the group in the personal address book.

Modifying a Group

You can modify the group name, membership, and comments after the group is already created.

1. On the main WebAccess page, click the **Contacts** tab.
2. Click the personal address book that contains the group that you want to modify.
3. Double-click the group that you want to modify.

   Groups are marked with .
4. Make the desired modifications, then click **Save & Close**.

Adding Contacts to a Group

If you are adding contacts to a group, such as a corporate distribution list, you must have the proper rights granted to you by the GroupWise administrator.

1. On the main WebAccess page, click the **Contacts** tab.
2. Click the personal address book that contains the group that you want to add contacts to.
3. Double-click the group that you want to add contacts to.

   Groups are marked with .
4. In the **Members** section, begin typing the name of a member that you want to add to the group, then click **Add** (or press Enter) when the name appears.

   Repeat this step for each user you want to add to the group.
5. Click **Save & Close**.

Deleting a Contact from a Group

1. On the main WebAccess page, click the **Contacts** tab.
2. Click the personal address book that contains the group that you want to remove contacts from.
3. Double-click the group that you want to remove contacts from.

   Groups are marked with .
4. In the **Members** section, select the users you want to remove from the group, then click **Remove**.
5. Click **Save & Close**.

Addressing Items to a Group

1. In an item view, click **Address** on the toolbar.

   The Address Selector is displayed.
2. Specify the group name that you want to send the item to, then click **Find**.
3. (Optional) Click the **Plus** icon to refine your search by **Name**, **First Name**, **Last Name**, and **Department**; by **begins with**, **equals**, **not equal**; and by the address book and the type of entry.
4. Select a group, then click **To**, **CC**, or **BC**.
5. Click **OK** to return to the item view.

Viewing Group Information

1 On the main WebAccess page, click the **Contacts** tab.
2 Click the address book that contains the group whose information you want to view.
3 Double-click the group whose information you want to view.
4 Click **Cancel** when you are finished viewing the information.

Managing Resources

Resources are items that can be scheduled for meetings or other uses. Resources can include rooms, computer projectors, cars, and more. The GroupWise administrator defines a resource by giving it an identifying name and assigning it to a user. Resources can be included in a busy search, just as users can. Resource IDs are entered in the To box.

A user assigned to manage a resource is the owner of that resource. The owner of a resource is responsible for accepting and declining appointments for the resource. In order to do so, the owner must have full proxy rights to the resource. As a resource owner, you can select to receive notification of appointments for the resource.

- "Accepting and Declining Resource Requests" on page 63
- "Adding a Personal Resource" on page 63
- "Modifying a Personal Resource" on page 64
- "Deleting a Personal Resource" on page 64

Each resource in the Contacts folder is marked with . When you click a resource, the resource item view displays.

Accepting and Declining Resource Requests

You can accept or decline requests for a resource only if you are the owner and have been granted Read and Write rights.

1 On the main WebAccess page, click **Proxy** on the toolbar.
2 Click the resource you own.

If the resource you own isn't listed, type the name of the resource you own, then click **Login**.
3 Click the item you need to accept or decline.
4 Click **Accept** or **Decline** on the toolbar.

Adding a Personal Resource

You can add a personal resource to either the Frequent Contacts address book or a personal address book.

1 On the main WebAccess page, click the **Contacts** tab in the Nav Bar.
2 Select the personal address book you want to add the resource to.
3 Click the drop-down arrow next to **Contact**, then click **Resource**.
4 In the **Name** field, specify the name for the resource.
5 Specify any other information you want to record for the resource.
6 In the **Comments** field, specify any comments you might have for the resource.

For example, you might want to specify how big a conference room is or what type of equipment is in the room.

7 Click **Save & Close**.

Modifying a Personal Resource

1 On the main WebAccess page, click the **Contacts** tab in the Nav Bar.

2 Select the personal address book that contains the resource that you want to modify.

3 Double-click the resource.

4 Modify any information as needed.

5 Click **Save & Close**.

Deleting a Personal Resource

1 On the main WebAccess page, click the **Contacts** tab in the Nav Bar.

2 Select the personal address book where the resource is located, then search for the resource.

3 Select the resource, then click **Delete**.

Managing Organizations

Each organization in the Contacts folder is marked with the Organization icon. When you click an organization, the organization item view displays.

- "Adding a Personal Organization" on page 64
- "Modifying a Personal Organization" on page 64
- "Deleting a Personal Organization" on page 65

Adding a Personal Organization

You can add an organization to your Frequent Contacts address book or a personal address book.

1 On the main WebAccess page, click the **Contacts** tab in the Nav Bar.

2 Select the personal address book you want to add the organization to.

3 Click the drop-down arrow next to **Contact**, then click **Organization**.

4 In the **Organization** field, specify the name of the organization.

5 Specify any other information you want to record for the organization.

6 Click **Save & Close**.

Modifying a Personal Organization

1 On the main WebAccess page, click the **Contacts** tab in the Nav Bar.

2 Select the address book where the organization that you want to modify is located.

3 Search for the organization.

4 Double-click the organization

5 Modify any information as needed.
6 Click **Save & Close**.

Deleting a Personal Organization

1 On the main WebAccess page, click the **Contacts** tab in the Nav Bar.
2 Select the address book where the organization that you want to delete is located.
3 Select the organization, then click **Delete**.
4 Click **OK**.

Using Frequent Contacts to Address an Item

Use the Frequent Contacts address book to access your most frequently used or most recently used entries. When you use an address in a message, the entry is copied to the Frequent Contacts address book.

After an entry is placed in Frequent Contacts, it remains there until you delete it. The entry also remains in its original address book.

1 Click **Address** in an item you are composing.
   The Address Selector is displayed.
2 Click the **Plus** icon next to the **Find** field.
3 In the **All Address Books** drop-down list, select **Frequent Contacts**.
4 Search for and select the users you want.
5 Click **To**, **CC**, or **BC** for the selected users.
6 Click **OK**.

The Frequent Contacts address book can be closed, but it cannot be deleted.

Sending Mail to a Contact from the Contacts Folder

1 Click **Contacts** on the Nav Bar.
2 Click the address book that contains the contact that you want email.
3 Select the contact that you want to email, then click **Send Mail** in the toolbar.
4 Finish composing the email, then click **Send**.

Working with Address Books

Opening an Address Book

Using the Address Book, you can open contacts to view details, select names to send an item to, create and modify groups, and create and delete contacts.

The Address Book also provides you with advanced options, such as creating and modifying personal address books and changing your Name Completion search order.

1. Click the **Contacts** tab on the Nav Bar to display the GroupWise Address Book, Frequent Contacts address book, and any personal address books you have created.
2. Click the address book that you are interested in.

Creating a Personal Address Book

1. On the main WebAccess page, click the **Contacts** tab in the Nav Bar.
2. Click the drop-down arrow next to **Contact**, then click **Address Book**.
3. Type a name for the new book and a description (optional), then click **Save & Close**.

Editing a Personal or Frequent Contacts Address Book

In a personal address book, including the Frequent Contacts address book, you can add or delete entries, edit existing information, copy names from one book to another, or rename a book.

Copying a Personal Address Book

1. On the main WebAccess page, click the **Contacts** tab in the Nav Bar.
2. Right-click the address book that you want to copy, then click **Save As**.
3. Type a name for the new book and a description (optional), then click **Save & Close**.

Copying Entries to Another Personal Address Book

You cannot copy names to the GroupWise address book.

1. On the main WebAccess page, click the **Contacts** tab in the Nav Bar.
2. Click an address book, then search for the entries you want to copy.
3. Select each entry you want to copy.
4. Click **Copy**.
5. Select the personal address book you want to copy the names to, then click **OK**.

Renaming a Personal Address Book

1. On the main WebAccess page, click the **Contacts** tab in the Nav Bar.
2. Click **Address Book Options**.
3. Right-click the personal address book you want to rename, then click **Modify**.

You cannot rename the Frequent Contacts address book.

4 Type the new name, then click **Save & Close**.

Deleting Entries from a Personal Address Book

1 On the main WebAccess page, click the **Contacts** tab in the Nav Bar.

2 Click an address book, then search for the names you want to delete.

3 Select each name you want to delete.

4 Click **Delete**.

Deleting a Personal Address Book

1 On the main WebAccess page, click the **Contacts** tab in the Nav Bar.

2 Right-click the personal address book that you want to delete, then click **Delete**.

3 Click **OK**.

After it is deleted, a personal address book cannot be recovered.

Accepting a Shared Address Book

In the GroupWise Windows client, users can share address books with other users. In GroupWise WebAccess, you cannot share an address book with other users, but you can receive shared address books. When you accept a shared address book, it appears in your Address Book list along with the GroupWise Address Book, Frequent Contacts address book, and personal address books.

1 On the main WebAccess page, click the **Mailbox** tab in the Nav Bar.

2 Click the shared address book notification to open it, or right-click it, then click **Open**.

3 Click **Accept Address Book** to add the address book to the Address Book list.

You can now use the shared address book to address items or look up user information, just as you would in other address books.

Viewing People, Groups, Organizations, or Resources in an Address Book

Use the predefined filters on the **View** menu to display only groups, people, organizations, or resources in an address book.

By default, address books display all entries. Although all groups, organizations, and resources are marked by icons, finding specific entries in large address books can be difficult. A predefined filter displays only the type of entry you are looking for.

To view groups, organizations, or resources in an address book:

1 On the main WebAccess page, click the **Contacts** tab in the Nav Bar.

2 Click an address book.

3 Click the **Filter** icon to filter the list by people, groups, resources, or organizations.

4 In the search field, begin typing the name of the person, group, resource, or organization that you are searching for. The list is filtered as you type.

The Address Book uses the following icons to identify contacts, resources, groups, and organizations:

Contacts

Resources

Groups

Organizations

Searching for Address Book Entries

You can specify search criteria by using the predefined filters. For example, you can use the **begins with** filter to display only entries with last names that begin with "D."

Narrowing Your Search

- "Searching in an Address Book" on page 68
- "Searching in an Item You Are Composing" on page 68

Searching in an Address Book

You can filter your search in an address book by user, group, organization, or resource.

1. On the main WebAccess page, click the **Contacts** tab in the Nav Bar.
2. Select the address book you want to search.
3. In the search field, begin typing what you are searching for.

   Name Completion completes the name.

Searching in an Item You Are Composing

You can filter your search by user, group, or resource, as well as begins with, equals, or does not equal. For example, you can use the **begins with** filter to display only entries with last names that begin with "D."

1. In an item you are composing, click **Address** in the toolbar.

   The Address Selector is displayed. For information on how to use the Address Selector, see "Using the Address Selector" on page 58.

Defining the Name Completion Search Order

1. On the main WebAccess page, click **Options** in the upper-right corner.
2. Click the **General** tab.
3. In the **Available books** box, click or Ctrl-click the books you want Name Completion to search, then click **Add**.
4. To change the search order of an address book, select the address book in the **Selected Books** list, then click **Move Down** or **Move Up**.
5. Click **Save**, then click **Close**.

NOTE: The default sort order is by First, Last name. Selecting **Enable Last, First name sort order** in the WebAccess options will override the default settings and change the appearance of your search results.

7 Finding Items

GroupWise WebAccess includes two features to help you search your email, appointments, and other GroupWise items.

- **Find:** The Find tool is displayed in the upper right corner of a folder and finds items within a folder.
- **Advanced Find:** Advanced Find (**Find** on the tool bar) enables you to specify a number of criteria to help you locate the item you need.

Understanding GroupWise Searches

Like other search engines, the GroupWise search engine creates an index of whole words that are contained in the items being searched. When you use Advanced Find, GroupWise uses your search criteria and attempts to match them with the words in the search index. Because Advanced Find searches for whole words, it does not locate partial words or punctuation.

Basic Find, on the other hand, recognizes consecutive characters, even if they are not whole words, as long as the characters exist in exactly the same order you enter them in the Find search box.

For example, if you are looking for an email with “Project status meeting next Tuesday” as the subject, you can search for any or all of the words in the subject in either the Find or the Advanced Find tool.

You use different search criteria to find that email in each search tool:

Tool	Example	Finds
Advanced Find (by subject)	`meeting tuesday`	All items with either “meeting” or “tuesday” in the subject.
Find	`meeting tuesday`	All items with the phrase “meeting tuesday” together in exactly that order in the subject.
Find	`meeting *day`	All items with “meeting” followed immediately by a day of the week in the subject.

More information to help you make your searches successful is found throughout this section. For details about options, operators, and wildcards that can be used to compose a search query, see “Searching with Criteria” on page 72.

Searching for a Word or Phrase Using Basic Find

Basic Find lets you display items that contain specific subjects, recipients, or words. Find searches all files and folders to look for exact matches.

When you use Find, all items that do not match the criteria you select are hidden from view. Find does not actually move or delete items; it displays certain items based on the criteria you specify. When you clear the Find criteria, the hidden items are displayed.

1. Open the folder you want to search.
2. Type a word or phrase in the **Search** field the upper right corner of the page.

   The word or phrase can be any set of consecutive characters contained in the item you are trying to find.
3. Select your search scope:
   - **This Folder**
   - **In All Folders**
   - **In All Folders (others have shared with me)**
4. Choose the item you want from the list of items.

To clear the Find criteria, click the name of the folder in the folder list.

Searching with Criteria

1. On the main WebAccess page, click **Find** on the toolbar
2. To search for specific text, select **Full Text** or **Subject**, then type what you are looking for in the field.
3. To search for a name, select **From** or **To/CC**, then type the name in the field.
4. Select each item type you are looking for, then select each item source you are looking for.
5. To search for items based on the date they were created or delivered, in the **Date range** section, select **Created or delivered between**, then select the appropriate dates.
6. To search for items that are marked with a certain category, select the category in the **Item Categories** section.
7. In the **Search in** list box, click the folders or libraries you want to search in.

   You might need to click the plus sign next to your user folder to expand the folder structure.

   All of your folders are searched by default. To speed up your search, select only the folders you want to search.
8. Click **Find**.

Narrowing a Search

You can use Advanced Find to narrow your search.

- In the first field of the Search window, type the uncommon words you notice in the item. If you search for common words, the results of your search are probably too large to be very helpful.

- To increase the speed of your search, select the folders that probably contain the item you are looking for.
- If you cannot find the document or message, check your search criteria for misspelled words. Also, check the syntax of your search to make sure you are telling Search to search for exactly what you want.

Viewing the Results of a Search

Although you cannot create new Find Results folders in WebAccess, you can use folders that you created in the GroupWise Windows client. However, to ensure that you are viewing the most recent information in the folder and not a cached copy, you should click the **Update** icon in the toolbar before opening a Find Results folder.

To see your search results at any time, select the folder.

Finding Text in Items

In an open item, press Ctrl+F to use your browser’s Find utility. If you need help, consult your browser’s help, which is usually accessed by pressing F1.

8 Rules

You can automate many GroupWise actions, such as replying when you're out of the office, deleting items, or sorting items into folders, by using rules to define a set of conditions and actions to be performed when an item meets those conditions.

Understanding Rules

When you create a rule, you must do the following:

- Name the rule.
- Select an event. The event is the trigger that starts the rule.
- Select the types of items that will be affected by the rule.
- Add an action. The action is what you want the rule to do when it is triggered.
- Save the rule.
- Make sure that the rule is enabled.

Rules are stored in your GroupWise Mailbox at your post office. Because of this, rules you define in other GroupWise clients also appear in the Rules list and apply when you use GroupWise WebAccess.

You can edit any rules you create in GroupWise WebAccess. If you create rules in another GroupWise client, you can edit those rules if they do not contain more capabilities than GroupWise WebAccess allows you to set. For example, the GroupWise Windows client lets you create rules to apply to items you are sending. Because the Rules feature in GroupWise WebAccess does not include this capability, you cannot edit that rule.

Actions a Rule Can Perform

The following table shows the actions you can perform by setting up rules:

Table 8-1 *Actions a Rule Can Perform*

Action	Result
Vacation	Sends an automatic reply to the sender of any new items. For example, if you need to be out of the office for several days, your rule could send a reply indicating when you'll be back. Replies are sent only once per sender.
Delete	Deletes or declines any item when the rule conditions are met. For example, your rule could decline any appointment scheduled for a certain day of the week if you are always unavailable for meetings on that day.
Forward	Forwards items to one or more users when the rule conditions are met. For example, if you are on a core team, you can have a rule forward meeting minutes to extended team members.

Action	Result
Move to Folder	Moves items to a folder when the rule conditions are met. For example, you might want all items with certain words in the Subject box moved to a common folder.
Reply	Sends a prepared reply to the sender when the rule conditions are met. For example, if you need to be out of the office for several days, your rule could send a reply to incoming items indicating when you'll be back. You can also use Define Conditions to prevent replies going to mail list servers and other large groups.

Creating a Rule

Rules can help you sort your messages, inform others that you're on vacation, or forward your messages to another email account.

Creating a Basic Rule

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click **Rules**.
3. Select the type of rule you want to create.
4. Click **Create** to display the Create Rule form.
5. Type a name in the **Rule name** field.
6. If you want to further restrict the items affected by the rule, select the appropriate options in the **Define Optional Conditions** section.

   For more information, see "Understanding Rule Fields" on page 77.
7. Define the actions you want the rule to perform.

   Some actions, such as Move to Folder and Reply, require you to fill in additional information.
8. Click **Save**.

For a rule to function, it must be enabled. See "Enabling or Disabling a Rule" on page 79.

Creating a Vacation Rule

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click **Rules**.
3. Select **Vacation** from the drop-down menu of the **Type** field, then click **Create**.
4. Enter a subject, message, start date, and end date.
5. (Optional) Select Reply to External Users.
6. Click **Save**.

Creating a Rule to Forward All Mail to Another Account

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click **Rules**.
3. Select **Forward** from the drop-down menu of the **Type** field, then click **Create**.

4 Type a name in the **Rule name** field, such as Forward Rule.

5 Use **Define Optional Conditions** to add specific information to your rule.

- In the first condition field, select **To.** This tells the rule to check the **To:** line in each incoming item.
- In the second condition field, select **Matches**. This tells the rule that the text in the incoming item's **To:** line must match the text you type in the next condition field.
- In the last condition field, type your name as it displays in the **To:** field of a mail message. For example: gsmith@corporate.com.

6 Type the address that you want the items forwarded to in the **To** field.

7 Type a subject you want to use for forwarded items, for example Fwd:.

8 (Optional) Type a message for all forwarded items.

9 Click **Save**, verify that the rule has a check mark next to it indicating that it is enabled, then click **Close**.

Limiting Items Affected by a Rule

Use **Define Optional Condition** options to further limit the items affected by a rule.

1 On the Rules page, click the first drop-down list, then click a field.

To learn about what the fields represent, see "Understanding Rule Fields" on page 77.

2 Click the operator drop-down list, then click an operator.

To learn how to use operators, see "Using Rule Operators" on page 78.

3 Type the criteria for the rule.

If you type criteria, such as a person's name or a subject, you can include wildcard characters such as an asterisk (*) or a question mark (?). Text you type is not case-sensitive.

To learn more about wildcard characters and switches, see "Using Rule Wildcard Characters and Switches" on page 78.

4 Click **Save**, verify that the rule has a check mark next to it indicating that it is enabled, then click **Close**.

Using Rule Conditions

There are different conditions you can use in the **Define Optional Condition** section:

Understanding Rule Fields

The following table explains the fields that are available to you when you create a rule:

Table 8-2 Available Fields for Finds and Rules

Field Name	This Field Refers to:	Field Criteria Entry
From	The name of a person in the **From** field of an item.	Specify the **From** field.
Message	Text appearing in the **Message** field of an item.	Type part or all of the **Message** field.
Subject	Text appearing in the **Subject** field of an item.	Specify part or all of the **Subject** field.
To	A person's name appearing in the **To** field of an item.	Specify a **To** field name.

Using Rule Operators

The available operators include the following:

Operator	Example	Result Includes
Contains	From Contains Bill	Items where the **From** field contains "Bill," such as items from Bill Jones, Bill Smith, and so on.
Does Not Contain	From Does Not Contain Bill	Items where the **From** field does not contain "Bill," such as items from Bill Jones, Bill Smith, and so on.
Begins With	To Begins With cli	Items where the **To** field begins with "cli," such as "Client Group" or "Clive Winters."
Matches	Subject Matches customer reports	Items where the **Subject** field reads "Customer Reports."

Using Rule Wildcard Characters and Switches

These wildcard characters and switches are available in the **Define Optional Condition** section only when you select certain fields that require you to type additional text.

Table 8-3 Find and Rule Wildcard Characters and Switches

Wildcard Characters and Switches	What the Find or Rule Will Match
AND, &, or a space	All items that meet two or more conditions. For example, mountain & goat, mountain AND goat, and mountain goat all find items containing the words "mountain" and "goat."
OR or |	All items that meet one of two or more conditions. For example, mountain goat and mountain OR goat both find items containing "mountain" or "goat" or both words.
NOT or !	All items containing one condition but not the other. For example, mountain ! goat and mountain NOT goat both find items containing the word "mountain" but not the word "goat." Items that contain both are not included.
"	All text found within quotation marks. For example, "mountain goats" finds all items containing the phrase "mountain goats." This does not work with documents or document references.

Wildcard Characters and Switches	What the Find or Rule Will Match
?	Matches any one character. For example, jo?n finds all items containing the word “john,” “joan,” “join,” and so on.
*	Matches zero or more characters. For example, mountain* finds all items containing the words “mountain,” “mountains,” “mountainous,” and so on.
/NOCASE (default)	Items containing a specific word, regardless of case. For example, /NOCASE ZOO finds both “Zoo” and “zoo.”
/WILDCARD (default)	Items containing the search terms where * and ? are treated as wildcard characters. For example, /WILDCARD jo?n finds “john”, “joan”, and “join.”

Editing a Rule

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click **Rules**.
3. Click the name of the rule you want to edit.
4. Make changes to the rule.
5. Click **Save**.

Deleting a Rule

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click **Rules**.
3. Click **Delete** next to the name of the rule you want to delete.

Enabling or Disabling a Rule

A rule must be enabled before it can be triggered. When you disable a rule, the rule cannot be triggered. However, the rule is still listed in the Rules page so you can enable it when you need it again.

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click **Rules**.
3. In the list of active rules, select a rule to activate it or deactivate it.

   An enabled rule has a check mark in the box.
4. Click **Save** to save the changes.

9 Mailbox/Calendar Access for Proxies

Use Proxy to manage another user's Mailbox and Calendar. Proxy lets you perform various actions, such as reading, accepting, and declining items on behalf of another user, within the restrictions the other user sets.

IMPORTANT: You can proxy for a user in a different post office or domain, as long as that person is in the same GroupWise system. You cannot proxy for a user in a different GroupWise system.

Receiving Proxy Rights

Adding and Removing Proxy Names and Rights in the Mailbox Owner's Access List

Before you can act as a proxy for someone, that person must give you proxy rights in his or her Access List. As a mailbox owner, you can assign each user different rights to your calendaring and messaging information. For example, if you want to let users view specific information about your appointments when they do a busy search on your Calendar, give them Read access for appointments.

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click **Proxy Access**.
3. To add a user to the list, click **Add Entry**.
4. Type a user in the **Name** field or use the **Address Selector** to select a user.
5. Select the rights you want to give to the user.

   Read: Read items you receive. Proxies cannot see your Contacts folder with this or any other proxy right.

   Write: Create and send items in your name, including applying your signature (if you have one defined). Assign categories to items, change the subject of items, and perform tasklist options on items.

   Subscribe to my alarms: Receive the same alarms you receive. Receiving alarms is supported only if the proxy is on the same post office as you.

   Subscribe to my notifications: Receive notification when you receive items. Receiving notifications is supported only if the proxy is on the same post office as you.

   Modify options/rules/folders: Change the options in your Mailbox. The proxy can edit any of your Options settings, including the access given to other users. If the proxy also has Mail rights, he or she can create or modify folders.

   Read items marked Private: Read the items you marked Private. If you don't give a proxy Private rights, all items marked Private in your Mailbox are hidden from that proxy.
6. Click **Save**.
7. Repeat Step 3 through Step 6 to add each user.

You can select **All User Access** in the Access List and assign rights to all users in the Address Book. For example, if you want all users to have rights to read your mail, you would assign Read rights to All User Access.

8 To delete a user from the Access List, click **Delete User** next to the user's name.

9 Click **Close**.

Adding and Removing Users in Your Proxy List

Before you can act as a proxy for someone, that person must give you proxy rights in his or her Proxy Access List in **Options**, and you must add that person's name to your Proxy List. The amount of access you have depends on the rights you are given.

1 On the main WebAccess page, click **Proxy** on the toolbar.

2 To remove a user, select the name, then click **Remove**.

3 To add a user, type the name, then click **Login**.

   The user's Mailbox is opened. The name of the person for whom you are acting as proxy is displayed at the top of the Folder List.

4 To return to your own Mailbox, click **Logout**.

Removing a user from your Proxy List does not remove your rights to act as proxy for that user. The user whose Mailbox you access must change your rights in his or her Proxy Access List.

Accessing a Mailbox or Calendar as a Proxy

Before you can act as a proxy for someone, that person must give you proxy rights in his or her Proxy Access List in **Options**. The amount of access you have depends on the rights you are given.

1 If you haven't already done so, add the user name of the person to your Proxy List.

   For more information, see "Adding and Removing Users in Your Proxy List" on page 82.

2 On the main WebAccess page or Calendar page, click **Proxy** on the toolbar.

3 Click the name of the person whose Mailbox you want to access.

4 When you have finished your work in the other person's Mailbox, click **Logout**.

10 Document Management

You can use the **Documents** tab to search GroupWise Library documents.

In each library, the documents are compressed and encrypted. This saves disk space and maintains the security of documents because it makes it impossible to view the contents of documents outside of GroupWise.

Before you can access any of the documents in a library, you must first have rights to the library. Your GroupWise administrator determines which people have access to each library.

Searching for Documents

1. Click the **Documents** tab on the Nav Bar.
2. Type the words you want to search for.
3. Select the field to search.
4. Select the libraries to search.
5. Click **Search**.

Viewing a Document

1. Click the **Documents** tab on the Nav Bar.
2. Search for the document you want to view.

   For information on how to search for a document, see "Searching for Documents" on page 83.
3. Click the document's name to view the document.

Opening a Document

1. Click the **Documents** tab on the Nav Bar.
2. Search for and select the document you want to open.

   For information on how to search for a document, see "Searching for Documents" on page 83.
3. In the Documents list, click **Open** in the **Actions** column.

Saving a Document

1. Click the **Documents** tab on the Nav Bar.
2. Search for the document you want to save.

   For information on how to search for a document, see "Searching for Documents" on page 83.
3. In the Documents list, click **Save As** next to the document.

GroupWise WebAccess gives the item a temporary file name. You can change the file name and default folder.

4 Click **Save** to save the document in its native format.

Viewing the Properties of a Document

1 Click the **Documents** tab on the Nav Bar.

2 Search for the document whose properties you want to view.

For information on how to search for a document, see "Searching for Documents" on page 83.

3 In the Documents list, click **Properties** next to the document.

11 Maintaining GroupWise

Managing Mailbox Passwords

Getting Help When You Have Forgotten Your Password

If you have forgotten your password and are unable to log in, click the **Can't log in?** link on the Login page for more information about how to get your password reset in your organization.

Using LDAP Authentication

If your GroupWise administrator has turned on LDAP authentication, your LDAP password is used to access your Mailbox instead of a GroupWise password. With LDAP authentication, you are required to have a password and you cannot remove your password.

Changing Your LDAP Password

If your GroupWise administrator has turned on LDAP authentication and has disabled changing your LDAP password in GroupWise WebAccess, you might need to use a different application to change your password. Contact your GroupWise administrator for more information.

1. On the main WebAccess page, click the **Options** icon, then click **Options**.
2. Click the **Password** tab.
3. In the **old password** field, type the password you want to change.
4. In the **new password** field, type the new password.
5. In the **Confirm** field, type the new password again, then click **Save**.

When you change your password in GroupWise WebAccess, you change it for your GroupWise Mailbox. That means that you always use the same password to log in to your GroupWise Mailbox whether you are using GroupWise WebAccess or another GroupWise client.

Remembering Your GroupWise or LDAP Password

If you have a password but do not want to be prompted for it every time you start GroupWise WebAccess, you can rely on your Web browser to remember your password for you. However, for security reasons, we don't recommend having your browser store both your GroupWise user name and password.

Using Mailbox Passwords with Proxies

Setting a password for your Mailbox does not affect a proxy's ability to access your Mailbox. A proxy's ability to access your Mailbox is determined by the rights you assign him or her in your Access List.

Managing Your Trash

All deleted mail and phone messages, appointments, tasks, documents, and reminder notes are stored in the Trash. Items in the Trash can be viewed, opened, or returned to your Mailbox until the Trash is emptied. (Emptying the Trash removes items in the Trash from the system.)

You can empty your entire Trash, or empty only selected items. Items in the Trash are emptied according to the way your GroupWise administrator specifies, or you can empty the Trash manually. The GroupWise administrator can specify that your Trash is emptied automatically on a regular basis.

- "Displaying Items in Your Trash" on page 86
- "Undeleting an Item in Your Trash" on page 86
- "Saving an Item In Your Trash" on page 86
- "Emptying the Trash" on page 87

Displaying Items in Your Trash

1 In your Mailbox, click the **Trash** folder.

You can open, save, and view information on items in the Trash. You can also permanently remove items or return them to the Mailbox. Right-click an item in the Trash to see more options.

Undeleting an Item in Your Trash

The GroupWise Windows client includes an option for automatically emptying the Trash after a specified number of days. If this option has been set, either by you or by the GroupWise administrator, items in the Trash are automatically purged after the specified number of days and you won't see them in GroupWise WebAccess.

To undelete items from your Trash folder:

1 Click the **Trash** folder.

2 Select the item, then click **Undelete** at the top of the Item List.

or

Double-click the item to open it, then click **Undelete**.

The undeleted item is placed in the folder from which it was originally deleted. If the original folder no longer exists, the item is placed in your Mailbox.

Saving an Item In Your Trash

You can save items that are in the Trash the same way you would save any other item. For more information, see "Saving an Item to Disk" on page 38.

Emptying the Trash

To empty all the items from the Trash:

1 In your Mailbox, right-click the **Trash** folder, then click **Empty Trash**.

To empty specific items from the Trash:

1 In your Mailbox, click the **Trash** folder.
2 Select one or more items.
3 Click **Purge.**

Checking Your WebAccess Version

You view WebAccess system information by clicking the setting icon > **About** on the upper right of the page. This provides version information, the user ID, and browser information. This information is necessary when contacting Support for help.

A What’s New In GroupWise 18 WebAccess

To see what is new in GroupWise WebAccess, see the GroupWise 18 Readme.

B GroupWise Frequently Asked Questions

If you have not found the information you are looking for in this documentation, we recommend that you check the GroupWise 18 Client Frequently Asked Questions (FAQ).

C Using Shortcut Keys

You can use a number of shortcut keys in GroupWise WebAccess for accessibility or to save time when you perform various operations. The table below lists some of these keystrokes, what they do, and the context where they work.

***Table C-1** Shortcut Keys*

Keystroke	Action	Where It Works
Ctrl+A	Select all items; select all text	Item List; text
Ctrl+B	Bold selected text	Message body in HTML view
Ctrl+C	Copy selected text	In text
Ctrl+F	Open the Find window	Main WebAccess page, Calendar, item
Ctrl+I	Italicize selected text	Message body in HTML view
Ctrl+M	Open a new mail message	Main WebAccess page, Calendar, item
Ctrl+P	Open the Print dialog box	Main WebAccess page, item
Ctrl+U	Underline selected text	Message body in HTML view
Ctrl+V	Paste selected text	In text
Ctrl+X	Cut selected text	In text
Ctrl+Z	Undo the last action	In text
Enter	Open the selected item	Item List
Del	Delete an item	In an item
Ctrl+Up-arrow or Ctrl+Down-arrow	Scroll to the previous or next item	Main WebAccess page
Ctrl+Shift+Left-arrow or Ctrl+Shift+Right-arrow	Select text one word at a time	In text
Alt+F4	On the main WebAccess page or Calendar page, exit GroupWise WebAccess. In an item, exit the item.	Main WebAccess page, Calendar, item
Alt + [letter]	Activate the menu bar (Use the underlined letters in the menu names)	Main WebAccess page, Calendar, item

Keystroke	Action	Where It Works
Shift+Left-arrow or Shift+Right-arrow	Select text one character at a time	In text
Shift+End or Shift+Home	Select text to the end or beginning of a line	In text
Tab	Cycle through fields, buttons, and areas	Main WebAccess page, Calendar, item
Shift+Tab	Reverse the order of cycling through fields, buttons, and areas	Main WebAccess page, Calendar, item